



# Documentation

## OpenScape Personal Edition V7 Installation and Administration

Installation Guide

A31003-G2570-J100-5-7631

Our Quality and Environmental Management Systems are implemented according to the requirements of the ISO9001 and ISO14001 standard certified by an external certification company.

Copyright © Siemens Enterprise  
Communications GmbH & Co. KG 09/2012  
Hofmannstr. 51, 80200 München

Siemens Enterprise Communications GmbH & Co. KG  
is a Trademark Licensee of Siemens AG

Reference No.: A31003-G2570-J100-5-7631

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products. An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract. Availability and technical specifications are subject to change without notice.

OpenScape, OpenStage and HiPath are registered trademarks of Siemens Enterprise Communications GmbH & Co. KG.

All other company, brand, product and service names are trademarks or registered trademarks of their respective holders.

# History of Changes

Date	Changes	Reason
2012-03-04	ADDED: Easy installation as no manual configuration is required when logging on for the first time. See <a href="#">Section</a> , “Parameter Supply via Central Configuration (DLS)”, on page 117.	FRN4403
2012-03-08	ADDED: New <a href="#">Section</a> , “Configuring the QoS Policies”, on page 97.	
2012-04-16	ADDED: New <a href="#">Chapter 2</a> , “Supported Communications Systems”.	FRN5417
2012-04-16	CHANGED: Two different QoS policies can be configured for RTP media packages because OpenScape Desktop Client uses different port ranges for audio or video connections. See <a href="#">Section 8.1.2</a> , “Creating QoS Policies for RTP Media Packages”, on page 106.	CQ00206382
2012-04-26	ADDED: New <a href="#">Section 7.11</a> , “Configuring SDES as Security Protocol”, on page 70.	CQ00207256
2012-04-26	ADDED: New <a href="#">Section 7.11</a> , “Configuring SDES as Security Protocol”, on page 70.	CQ00207499
2012-05-18	CHANGED: Typographic quotation marks replaced with simple quotation marks ( <a href="#">Section</a> , “Operational Restrictions”, on page 113)	CQ00207869
2012-08-20	ADDED: Information about necessary <b>Plug&amp;Play Settings</b> in the DLS added. See <a href="#">Section 11.1</a> , “General Information”, on page 117.	
2012-09-20	ADDED: Another setup requirement: OpenScape Desktop Client Enterprise Edition must not be installed on the system.	
2012-09-20	CHANGED: Uninstallation is described in a separate section. <a href="#">Section</a> , “Uninstalling OpenScape Desktop Client”, on page 31.	



# Contents

<b>History of Changes</b>	<b>3</b>
<b>1 Introduction</b>	<b>9</b>
1.1 General Considerations	9
1.2 General Notes for this Manual	10
1.2.1 Target Group of this Manual	10
1.2.2 Outline	10
1.2.3 Document Conventions	12
1.2.4 Reference Manuals	13
1.3 Acronyms	14
<b>2 Supported Communications Systems</b>	<b>15</b>
<b>3 Installing OpenScape Desktop Client</b>	<b>17</b>
3.1 Pre-Installation Requirements	17
3.2 Installation	19
3.2.1 Installation via GUI	20
3.2.2 Installation and Installation Control via Command Lines	25
3.2.2.1 Dialog-free Setup (Silent Installation)	27
3.2.2.2 Examples	27
3.2.3 Automatic Installation (Transformations)	29
3.2.3.1 Creating Transformations	29
<b>4 Uninstalling OpenScape Desktop Client</b>	<b>31</b>
<b>5 Technological Concepts</b>	<b>33</b>
5.1 The User and Profile Concept	33
5.1.1 Standardizing the User Configuration	34
5.2 The OpenScape Desktop Client Modules	35
5.2.1 Module Management	38
5.3 The <i>Microsoft Outlook</i> Add-In	39
5.4 Normalizing Phone Numbers (Phone Number Formats)	40
<b>6 Configuring OpenScape Desktop Client</b>	<b>43</b>
6.1 Configuration Files	44
6.1.1 The File <code>Siemens.OptiClient.config.config</code>	44
6.1.2 Configuration Files for PC/User/Profile (.xml)	45
6.1.3 Script Files (.script, .userscript, .ocp, .ocs)	46
6.1.4 File Extensions e.g. for Call Lists and Contacts (.xml, .xsd)	46
6.1.5 Local Files (.xml)	46
6.2 Modifying Configuration Folders	47
6.2.1 The File <code>Siemens.OpenScape.exe.config</code>	48
6.2.2 Modifying Configuration Folders manually	48
6.2.2.1 Using System Variables in the defined Settings Folder	49
6.2.3 Common Windows Environment Variables	49
6.3 Moving Configuration Folders	51
6.4 Centrally configured Windows PCs	51
6.5 Examples	52
6.6 Copying Files automatically at the End of the Setup	53
<b>7 Important Administration Steps</b>	<b>55</b>

## Contents

7.1	Configuring the HiPath 4000 (AMOs)	56
7.2	OpenScope Voice Settings for server-based Call Forwardings	58
7.3	Licensing (HLM)	59
7.4	Adding a Profile	60
7.5	Configuring the LIN (Local Identification Number)	60
7.6	Adding or removing Modules	61
7.6.1	Adding Modules	61
7.6.2	Removing Modules	62
7.7	Automatic Program Update	63
7.7.1	Activating the Program Check via Configuration Dialog	64
7.7.2	Activating the Program Update via Configuration File	65
7.7.3	Updating the Program	66
7.8	Defining Audio Schemes	66
7.8.1	Adding an Audio Scheme	66
7.8.2	Changing the Priority of an Audio Scheme	67
7.9	Defining Video Schemes	67
7.9.1	Adding a Video Scheme	69
7.9.2	Changing the Priority of a Video Scheme	69
7.10	Activating Data Encryption	70
7.11	Configuring SDES as Security Protocol	70
7.11.1	How to configure the Security Settings of the Streaming-IVR Provider for supporting SDES	70
7.11.2	How to configure the Security Settings of the OpenScope Voice for Supporting SDES	71
7.12	Microsoft Outlook Settings (HFA)	72
7.13	Configuring the Lotus Notes Integration	74
7.13.1	Activating the Lotus Notes Provider	74
7.13.2	Adding a View to an Address Book	75
7.13.3	Configuring the <code>notes.ini</code> Directory Path	77
7.13.4	Adding a Lotus Notes Address Book	77
7.13.5	Adding a Lotus Notes Mail Database	79
7.14	Integrating an LDAP Directory	81
7.15	Exporting the Configuration	83
7.15.1	Exporting the Configuration for the current PC/Profile Combination	84
7.15.2	Exporting the Configuration for variable PCs/Profiles	85
7.15.3	Partial Export of Client Parameters	91
7.15.4	Detailed Parameter Information	93
7.15.4.1	Editing Parameter Contents before Exporting	93
7.16	Importing the Configuration	94
7.17	Backing up the Configuration	94
7.18	Restoring the Configuration	95
<b>8</b>	<b>Configuring the QoS Policies</b>	<b>97</b>
8.1	How to configure QoS Policies	97
8.1.1	Creating the QoS Policies for SIP Signaling	98
8.1.1.1	How to create an SIPUDP-DST-5060 Policy	98
8.1.1.2	How to create an SIPUDP-SRC-5060 Policy	99
8.1.1.3	How to create an SIP-DST-5060 Policy	101
8.1.1.4	How to create an SIP-SRC-5060 Policy	102
8.1.1.5	How to create an SIPTLS-DST-5061 Policy	103
8.1.1.6	How to create an SIPTLS-SRC-5061 Policy	104
8.1.2	Creating QoS Policies for RTP Media Packages	106
8.1.2.1	How to create a QoS Policy for the Audio RTP Media Packages	106
8.1.2.2	How to create a QoS Policy for the Video RTP Media Packages	107

8.1.3 How to configure the advanced Settings of the QoS Policies .....	109
<b>9 Security Settings .....</b>	<b>111</b>
<b>10 Operational Restrictions .....</b>	<b>113</b>
10.1 General Restrictions .....	113
10.2 Restrictions as of <i>Microsoft Windows Vista</i> .....	114
10.2.1 Restrictions on Audio Devices/Headsets Use .....	115
<b>11 Parameter Supply via Central Configuration (DLS) .....</b>	<b>117</b>
11.1 General Information .....	117
11.2 Notes for the DLS Configuration in the OpenScape Desktop Client .....	118
11.3 Dialup-Site Concept .....	119
<b>12 Parameter Supply via Script Files .....</b>	<b>121</b>
12.1 Exemplary Procedure for Using Script Files .....	122
12.2 Creating Script Files for the Central Configuration (exemplarily) .....	123
12.2.1 Parameter Supply via an OCS or OCP File .....	123
12.2.2 Parameter Supply via the File <code>Siemens.OptiClient.config.config</code> .....	125
12.3 Wildcard for User Name, PC, Profile .....	125
12.4 *.xml Configuration Files .....	126
<b>13 Administration Tools .....</b>	<b>129</b>
13.1 Trace Monitor BSTrcMon .....	129
13.2 Settings Folders Tool .....	129
13.2.1 Starting the "Settings Folders Tool" Program .....	130
13.2.2 Operation and Notes .....	130
13.3 PC Settings Tool .....	131
<b>14 Supported Sound and Video Devices .....</b>	<b>133</b>
14.1 Sound devices .....	133
14.2 Video Devices .....	133
<b>15 Important Registry Values .....</b>	<b>135</b>
15.1 OptionMenuBasic / OptionMenuComplete [REG_DWORD] .....	135
15.2 SupressWN [REG_DWORD] .....	136
15.3 HFASecurityShow [REG_DWORD] .....	137
15.4 LoadBehavior [REG_DWORD] .....	137
<b>Index .....</b>	<b>139</b>





# 1 Introduction

This manual describes how to proceed in case of a manual installation of *OpenScape Personal Edition* and points out options for preparing an automated introduction by modifications through integrated tools, functions and processes. Depending on the conditions on site, appropriate methods can be chosen and combined.

## 1.1 General Considerations

The *OpenScape Desktop Client* of the *OpenScape Personal Edition* is available in versions HFA and SIP. Both versions offer softphone functionality with the SIP version also supporting video telephony.

The software solution *OpenScape Personal Edition* consists of different modules. Each of these modules provides an individual feature. The modular structure enables activating only functions actually needed, thus optimizing system resources and computing power.

## 1.2 General Notes for this Manual

### 1.2.1 Target Group of this Manual

The documentation on hand addresses:

- System administrators in charge of setting up and configuring *OpenScape Personal Edition*
- advanced users who want to customize *OpenScape Desktop Client* according to their requirements or administer it independently.

### 1.2.2 Outline

The manual on hand is divided into the following chapters:

#### Chapter 1, “Introduction”

This chapter provides a short description of the software solution *OpenScape Personal Edition* as well as general notes for using the manual.

#### Chapter 2, “Supported Communications Systems”

This chapter provides an overview of the communications systems that may be connected to the *OpenScape Personal Edition*.

#### Chapter 3, “Installing OpenScape Desktop Client”

This chapter contains information about the setup of the program. Furthermore, it includes a brief description of the basic options made available to system administrators by a transformation. Additionally, this chapter delivers information about command line parameters for setting up this software solution.

#### Chapter 4, “Uninstalling OpenScape Desktop Client”

This chapter contains information about the uninstallation of the program.

#### Chapter 5, “Technological Concepts”

This chapter describes the technological concepts used by the *OpenScape Desktop Client*. Comprehension of this chapter adds to the program's optimum use.

#### Chapter 6, “Configuring OpenScape Desktop Client”

Chapter 4 provides an overview of the different *OpenScape Desktop Client* configuration files and of the options to realize a central control by individually modifying the storage locations. Various application examples are given in addition.

### **Chapter 7, “Important Administration Steps”**

This chapter contains information about steps required to configure a *HiPath 4000* as well as about basic adjustments of the configuration to be performed after a successful program setup.

### **Chapter 8, “Configuring the QoS Policies”**

In this chapter you find information about creating and configuring the QoS policies for using OpenScape Desktop Client as softphone trouble-free.

### **Chapter 9, “Security Settings”**

This chapter contains information about the security settings of the HiPath Provider.

### **Chapter 10, “Operational Restrictions”**

This chapter informs you about the restrictions on operating *OpenScape Desktop Client*.

### **Chapter 11, “Parameter Supply via Central Configuration (DLS)”**

This chapter looks at the options for using the central configuration (DLS). In addition, it provides useful information about necessary settings and functional restrictions when using a central configuration for automatically configuring *OpenScape Personal Edition*.

### **Chapter 12, “Parameter Supply via Script Files”**

This chapter is about script file contents. It also describes the pre-configuration of these files as well as options for using them. Some examples show specific applications.

### **Chapter 13, “Administration Tools”**

This chapter describes tools available to the *OpenScape Desktop Client* administrators.

### **Chapter 14, “Supported Sound and Video Devices”**

This chapter informs you about the audio and video devices released for use with this program.

### **Chapter 15, “Important Registry Values”**

This chapter describes the most important registry values that influence the operation of *OpenScape Personal Edition*.

## 1.2.3 Document Conventions

In the manual on hand the following conventions apply:

Appearance	Purpose	Example
Italic	<ul style="list-style-type: none"> <li>Product and company names</li> <li>Textual cross reference</li> </ul>	<ul style="list-style-type: none"> <li>...<i>OpenScope UC Application...</i></li> <li>You find further information in the <i>Administration</i> manual.</li> </ul>
<ul style="list-style-type: none"> <li>Boldface</li> </ul>	<ul style="list-style-type: none"> <li>Special emphasis</li> <li>User interface elements</li> <li>Key combination</li> </ul>	<ul style="list-style-type: none"> <li><b>Name</b> must not be deleted.</li> <li>Click on <b>OK</b>.</li> <li>[Ctrl]+[Alt]+[Esc]</li> </ul>
>	Menu sequence	<b>File &gt; Close</b>
Font Courier	<ul style="list-style-type: none"> <li>Path and file names</li> <li>Output</li> <li>Entry</li> </ul>	<ul style="list-style-type: none"> <li>c:\Program Files\... or Example.txt</li> <li>Command not found.</li> <li>Enter LOCAL as file name</li> </ul>
<Italic font in pointed brackets>	Variables	Enter your <user name> and the <password> to log on to the system.
Numeric and alphabetic lists	Steps and subordinate steps in instructional text	1. Configure the RADSL telephony subscribers with the respective extensions. <ol style="list-style-type: none"> <li>Click on <b>Add</b>.</li> <li>Enter the name of the RADSL telephony subscriber under <b>RADSL telephony subscriber</b>.</li> </ol>
Bulleted list	Alternative steps in instructional text	<ul style="list-style-type: none"> <li>If you would like to issue amounts, activate the checkbox <b>Issue amounts instead of units</b>.               <ul style="list-style-type: none"> <li>If you would like to issue units, deactivate the checkbox <b>Issue amounts instead of units</b>.</li> </ul> </li> </ul>

---

**NOTE:** Indicates useful notes.

---



---

**IMPORTANT:** Indicates situations that may result in damage to property and/or loss of data.

---

## 1.2.4 Reference Manuals

You find continuative information about operating the *OpenScape Personal Edition* in the following documentation.

- *OpenScape Personal Edition V7, User Guide*  
contains comprehensive information about configuring and operating the features of the *OpenScape Personal Edition*.
- Service documentation of the PBX used  
Please obtain further information about configuring the PBX - *OpenScape Voice* or *HiPath 4000* - used from the corresponding service documentation.

## 1.3 Acronyms

This table contains the acronyms used in this manual.

Abbreviation	Meaning
AMO	<b>A</b> dministration and <b>M</b> aintenance <b>O</b> der
CLA	<b>C</b> ustomer <b>L</b> icense <b>A</b> gent
CLS	<b>C</b> entral <b>L</b> icense <b>S</b> erver
CMP	<b>C</b> ommon <b>M</b> anagement <b>P</b> ortal
CTI	<b>C</b> omputer <b>T</b> elephony <b>I</b> ntegration
DLC	<b>D</b> LS <b>C</b> lient
DLS	<b>D</b> ep <b>L</b> oyment <b>S</b> ervice
DMC	<b>D</b> irect <b>M</b> edia <b>C</b> onnect
DNS	<b>D</b> omain <b>N</b> ame <b>S</b> ystem
DTMF	<b>D</b> ual - <b>T</b> one <b>M</b> ulti- <b>F</b> requency
HFA	<b>H</b> iPath <b>F</b> eature <b>A</b> ccess
HLM	<b>H</b> iPath <b>L</b> icense <b>M</b> anagement
IPC	<b>I</b> nter <b>P</b> rocess <b>C</b> ommunication
LAN	<b>L</b> ocal <b>A</b> rea <b>N</b> etwork
LDAP	<b>L</b> ightweight <b>D</b> irectory <b>A</b> ccess <b>P</b> rotocol
LED	<b>L</b> ight- <b>e</b> mitting <b>D</b> iode
LIN	<b>L</b> ocal <b>I</b> dentification <b>N</b> umber
NAT	<b>N</b> etwork <b>A</b> ddress <b>T</b> ranslation
PABX	<b>P</b> rivate <b>A</b> utomatic <b>B</b> ranch <b>eX</b> change
QoS	<b>Q</b> uality- <b>o</b> f- <b>S</b> ervice
RSVP	<b>R</b> esource <b>R</b> e <b>S</b> er <b>V</b> ation <b>P</b> rotocol
SIP	<b>S</b> ession <b>I</b> nitiation <b>P</b> rotocol
SRTP	<b>S</b> ecure <b>R</b> eal <b>T</b> ime <b>P</b> rotocol
TAPI	<b>T</b> elephony <b>A</b> pplication <b>P</b> rogramming <b>I</b> nterface
TLS	<b>T</b> ransport <b>L</b> ayer <b>S</b> ecurity
UC	<b>U</b> nified <b>C</b> ommunications
VPN	<b>V</b> irtual <b>P</b> rivate <b>N</b> etwork

## 2 Supported Communications Systems

The OpenScape Personal Edition must always be connected to a communications system. This communications system provides the basic infrastructure for telecommunication services.

The following communications systems may be connected to the OpenScape Personal Edition:

- HiPath 3000 V8/V9 (HFA, SIP)
- HiPath 4000 V5 (HFA)
- HiPath 4000 V6 (HFA, SIP)
- OpenOffice LX V3 (HFA, SIP)
- OpenOffice MX V3 (HFA, SIP)
- OpenScape Voice V5/V6/V7 (SIP).





## 3 Installing OpenScape Desktop Client

This chapter contains information about the hardware and software requirements that must definitely be complied with before the *OpenScape Desktop Client* setup can be started. Furthermore, we describe the procedures of a manual and automatic setup of the program.

### 3.1 Pre-Installation Requirements

---

**NOTE:** Operating the *OpenScape Desktop Client* requires *Microsoft .NET Framework 3.5 SP1*, *Microsoft Windows Installer 3.1* as well as *Microsoft WSE Runtime V2.0 SP3* and *Microsoft Visual C++ 2005 SP1 Redist* within the system. All of these components, except for *Microsoft .NET Framework 3.5 SP1*, are installed in the scope of the software setup, if they are not available yet. Please obtain the current setup requirements from the *OpenScapeClient\_Release\_Notes.doc* file contained in the setup package.

---

Before you start with the *OpenScape Desktop Client* setup, make sure the following requirements are complied with:

- The PC to host the program complies with the following hardware requirements:
  - 2GHz CPU clock rate
  - 2GB RAM

---

**IMPORTANT:** Using video telephony requires at least one 2-core CPU with 1,6 GHz clock rate and a graphics board with 128 MB RAM.

---

- One of the following operating systems is available on the computer on which the *OpenScape Desktop Client* is to be set up:
  - *Windows XP Professional SP2 (32-bit)* or later

---

**NOTE:** *Windows XP SP2 (64-bit)* is supported by the SIP version of the *OpenScape Personal Edition* only.

---

- *Windows XP Tablet PC Edition 2005*

## Installing OpenScape Desktop Client

### Pre-Installation Requirements

- *Windows Vista (32-bit)*

---

**NOTE:** *Windows Vista 64-bit* is supported by the SIP version of the *OpenScape Personal Edition* only.

---

- *Windows 7 (32-bit and 64-bit)*

---

**NOTE:** *Windows 7 64-bit* is supported by the SIP version of the *OpenScape Personal Edition* only.

---

- *N-Editions of Windows XP SP2 (32-bit) or later, Windows Vista (32-bit) and Windows 7 (32-bit)*
- Neither *optiClient 130* nor *optiClient 130 S* is installed on the computer. If one of them is installed, invoke **start > Control Panel > Add or Remove Programs** in the Windows menu and remove *optiClient 130* manually.
- *Microsoft .NET Framework 3.5 SP1* is installed on the system.

---

**NOTE:** Use the web site of the *Microsoft Download Center* <http://www.microsoft.com/downloads/en/default.aspx> for downloading *Microsoft.NET Framework 3.5 SP1*.

---

- Shut down all programs, especially *Microsoft Outlook* and *IBM Lotus Notes*.
- You must have administrator rights before you begin installation.

## 3.2 Installation

There are the following *OpenScape Desktop Client* setup options.

- Manual installation by entering parameters via GUI  
Please obtain the step-by-step setup guide from [Section 3.2.1, “Installation via GUI”, on page 20](#).
- Installation by entering parameters via command lines  
You find a detailed description of the process and possible parameter values in [Section 3.2.2, “Installation and Installation Control via Command Lines”, on page 25](#).
- Automatic installation by entering parameters in transformations  
This procedure is described in [Section 3.2.3, “Automatic Installation \(Transformations\)”, on page 29](#).

You can control an *OpenScape Desktop Client* setup only via console by entering various switches listed in [Table 1 on page 25](#).

### 3.2.1 Installation via GUI

This section describes how to set up the *OpenScape Personal Edition* manually.

Please execute the following setup steps for a correct installation:

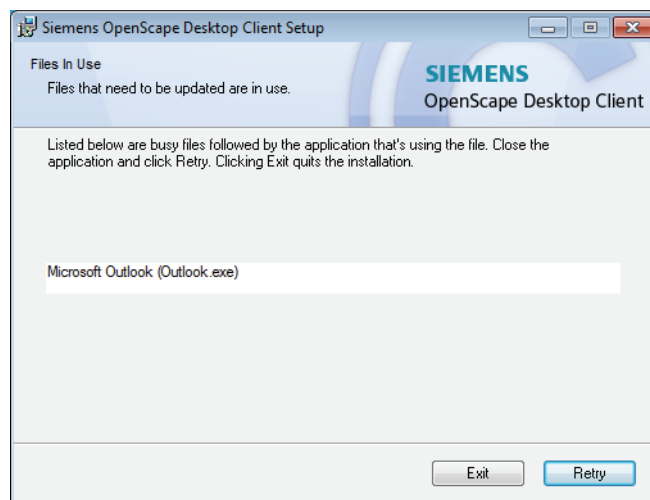
1. Doubleclick the `setup.exe` file in the corresponding setup directory to start the installation.

The following welcome dialog opens:



2. Click on **Next**.

If programs, e.g. *Microsoft Outlook* are open, the following dialog prompts you to close them.

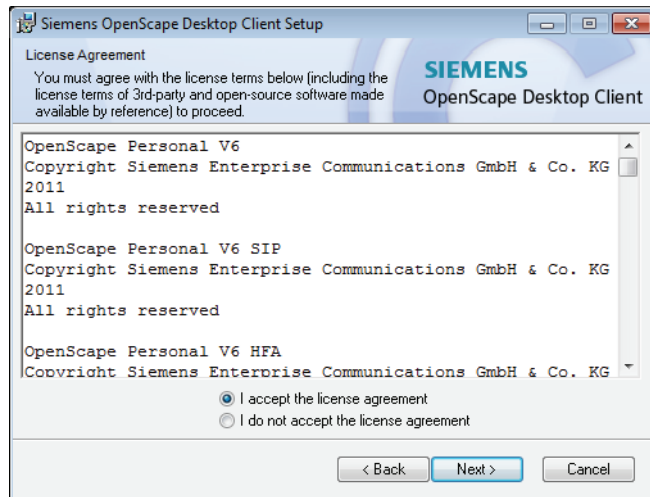


3. Close the program(s) and click on **Retry**.

The welcome dialog you see in step 1 reappears.

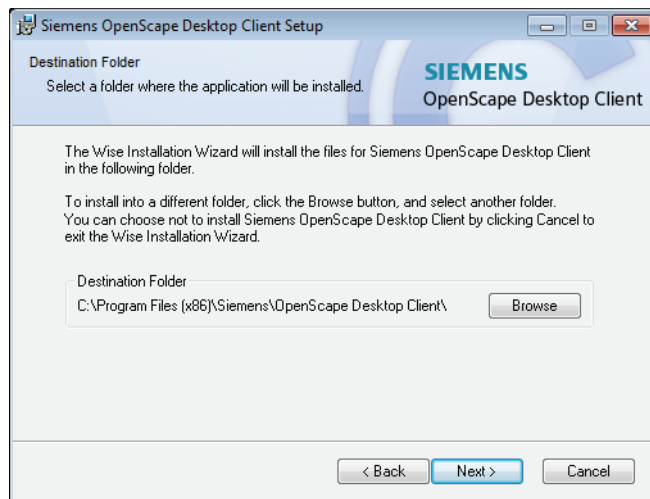
- Click on **Next** in the welcome dialog.

The following dialog opens:



- Accept the *License Agreement*.
- Click on **Next**.

The following dialog opens:



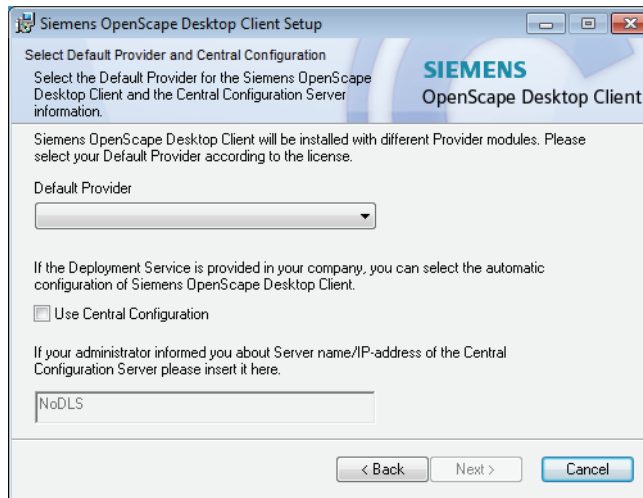
Use the defaulted target folder or select one via the **Browse** button.

- Click on **Next**.

The following dialog opens:

## Installing OpenScape Desktop Client

### Installation



The combo box offers the following options:

- **SIP Service Provider**

Select this option if your *OpenScape Desktop Client* is connected to an *OpenScape Voice*. The **SIP Service Provider** offers SIP softphone functionality and enables video communication with your contacts. The audio device (sound card, headset etc.) connected to the PC is used for signaling connection requests or conducting calls. The integrated and the free phone have a GUI that can be operated like a common telephone device. Furthermore, you can use all additional functions - directories, contact list, extended call lists.

- **HiPath Provider**

Select in the **Default Provider** combo box the **HiPath Provider** option, if the *OpenScape Desktop Client* is directly connected to a *HiPath 4000* or *OpenScape Office MX*. This turns the client into your private HFA softphone, which provides the functions of the directories, contact list, extended call lists, directory processing is addition. You need an audio device (e.g. sound card, headset) connected to the PC, which must have been configured as audio scheme in the *OpenScape Desktop Client*. This audio device signals connection requests and enables conducting calls.

The integrated and the free phone of the *OpenScape Desktop Client* serve as dial aids and have a GUI that can be operated like a common telephone device.

---

**NOTE:** Do not check the box next to **Use Central Configuration** unless told to do so by your system administrator. If it is checked, you must enter an IP-address or server name of the Central Configuration Server.

---

If the *OpenScape Desktop Client* was installed with available Deployment Service (DLS) in the network, activate the **Use Central Configuration** checkbox. Enter the IP address or the name of the server where the settings for the basic parameters of the *OpenScape Desktop Client* are centrally stored.

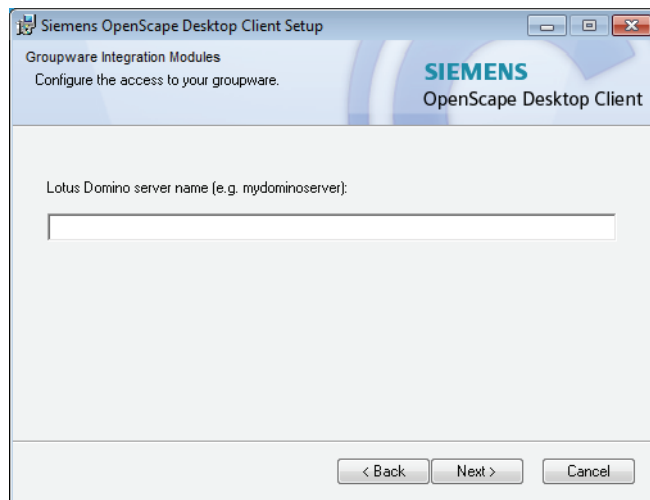
---

**NOTE:**

---

8. Click on **Next**.

If a *Lotus Notes* client is installed on the computer, you can next configure the Domino server access in the following dialog.



---

**NOTE:** If no *Lotus Notes* client is installed on the computer, this dialog is not provided.

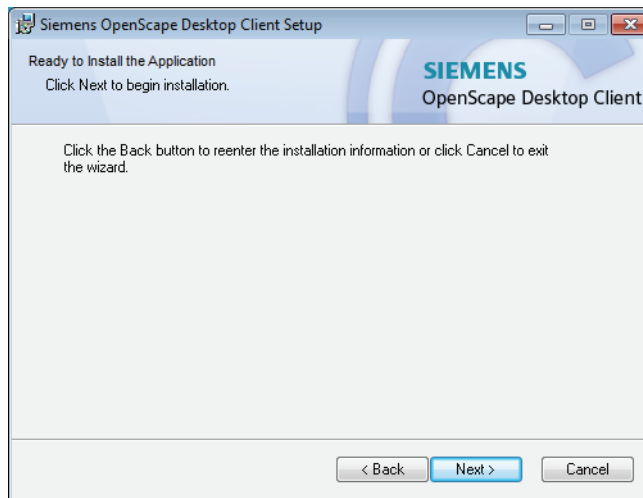
---

9. Click on **Next**.

The following welcome dialog opens:

## Installing OpenScape Desktop Client

### Installation



10. Click **Next** to install the program.



11. When the installation completes, click **Finish**.

The setup is now successfully accomplished. You find a link to the *OpenScape Desktop Client* on the desktop.



### 3.2.2 Installation and Installation Control via Command Lines

When you start the setup via command prompt, various switches and parameters are available to optimize the processes.

You open the command prompt with **start > Run**, enter `cmd` and confirm with **OK**.

---

**NOTE:** Operating the *OpenScape Desktop Client* requires *Microsoft .NET Framework 3.5 SP1*, *Microsoft Windows Installer 3.1* as well as *Microsoft WSE Runtime V2.0 SP3* and *Microsoft Visual C++ 2005 SP1 Redist* within the system. All of these components, except for *Microsoft.NET Framework 3.5 SP1*, are installed in the scope of the software setup via the `setup.exe` file, if they are not available yet. Prior to an installation via command line (e.g. silent installation), the installation requirements must be ensured by the administrator. Please obtain the current setup requirements from the `OpenScapeClient_Release_Notes.doc` file contained in the setup package.

---



---

**NOTE:** Use the website of the Microsoft Download Center <http://www.microsoft.com/downloads/en/default.aspx> for downloading the current *Microsoft.NET Framework 3.5 SP1* version.

---

#### Installation start with default settings

```
msiexec /i "<MSI folder>OpenScapeClient.msi"
```

The setup starts in English language by default.

#### Switch overview

---

**NOTE:** Microsoft provides a complete online description of all options or parameters.

---

Switch	Meaning
/i	Installation and configuration
/x	Uninstallation
/qn	No GUI (starts a "silent installation")
/qb!	Installation with progress indication
/l*v <name>	Installation/uninstallation with log file (text file); enter folder/file name of the desired log file as <name>.

Table 1 Command Line Switches for controlling the Installation

### General parameter-survey

Parameter	Value	Meaning
<b>Parameter for specifying the transformations (.mst) to be used with e.g. enclosed language adjustments</b>		
TRANSFORMS	german.mst	Installation or uninstallation with German GUI
	chinese.mst	Installation or uninstallation with Chinese GUI
	french.mst	Installation or uninstallation with French GUI
<b>Mandatory Parameters</b>		
INTEGRATIONWC	none	Installation of an <i>OpenScape Personal Edition</i>
DEFAULTPROVIDER	HiPath Provider	Default provider = HiPath Provider
	SIP Provider	Default provider = SIP Provider
REGISTRYDLS	0	No central configuration (DLS) is available for the installation.
	1	A central configuration (DLS) is available for the installation.
DLSSERVER	<IP address> or <server name>	With activated central configuration (parameter REGISTRYDLS=1) you define the IP address or the name of the DLS server in this parameter.
<b>Parameters for controlling the user privilege</b>		
LOCK	0 (default value)	The configuration dialog for setting the <b>Program start</b> parameters is displayed during operation
	1	The configuration dialog for parameter setting for the <b>Program start</b> is not displayed during operation
CONF	0 (0x0)	In the login dialog: <ul style="list-style-type: none"> <li>You cannot access settings (<b>Manage - Settings</b>)</li> <li>You cannot access the profile management (<b>Manage - Login.../ Profile...</b>).</li> </ul>
	1 (0x1)	In the login dialog: <ul style="list-style-type: none"> <li>Access to settings is possible (<b>Manage - Settings</b>)</li> <li>You cannot access the profile management (<b>Manage - Login.../ Profile...</b>).</li> </ul>
	8 (0x8) (default value)	In the login dialog: <ul style="list-style-type: none"> <li>Access to settings is possible (<b>Manage - Settings</b>)</li> <li>You can access the profile management (<b>Manage - Login.../ Profile...</b>).</li> </ul>
	65536 (0x10000)	Same as value 0; additionally in the running program: <ul style="list-style-type: none"> <li>no settings modifications possible, unable to select selection box</li> </ul>
	65537 (0x10001)	Same as value 1; additionally in the running program: <ul style="list-style-type: none"> <li>no settings modifications possible, unable to select selection box</li> </ul>
	65544 (0x10008)	Same as value 8; additionally in the running program: <ul style="list-style-type: none"> <li>no settings modifications possible, unable to select selection box</li> </ul>
<b>Parameters for controlling the setup procedure</b>		
CHANGEINSTALLDIR	0 (default value)	No modification of the default setup folder
	1	Define new setup folder
INSTALLDIR	<setup folder>	Definition of the setup folder (only if CHANGEINSTALLDIR=1)

Table 2 General Parameter-Survey

### 3.2.2.1 Dialog-free Setup (Silent Installation)

For a dialog-free, distributed setup, thus an installation without making entries in a GUI, you need to specify minimum parameters and set a suitable switch (/qn). Furthermore, there are optional and supplementing parameters available.

#### Mandatory parameters

Successfully performing a silent setup requires depositing values for the following parameters at least by transformation:

- INTEGRATIONWC
- DEFAULTPROVIDER
- REGISTRYDLS
- DLSSERVER

In [Table 2 on page 26](#) you find an overview of the currently possible values for these three parameters.

#### Optional parameters

Additionally, optional and supplementing parameters may be set in a transformation. These parameters are listed in [Table 2 on page 26](#).

#### Dialog-free setup (silent installation)

You can start a silent installation via command line as follows:

- `setup.exe /qn`  
The installation is performed without any dialogs. Display dialogs of the mandatory components (e.g. C++ 2005 Redistributable), if these have not been installed. These do not need any user interference.
- `setup.exe /qb`  
With this, dialogs are displayed that indicate the setup progress. User interference is not mandatory. However, it is possible to cancel the installation.

---

**NOTE:** When starting the setup via console, parameters like DEFAULTPROVIDER or CHANGEINSTALLDIR can be transferred.

---

### 3.2.2.2 Examples

Enter switches or parameters in the input line separated from each other by a blank. Individual specifications such as IP addresses or folders are set here as examples respectively in pointed brackets <>.

#### Installation with log file

```
msiexec /i "<MSI folder>OpenScapeClient.msi" /l*v  
C:\test.log /qn
```

#### Uninstallation with log file

```
msiexec /x "<MSI folder>OpenScapeClient.msi" /l*v  
C:\test.log /qn
```

#### Installation with default provider HiPath Provider

- **with central configuration (DLS)**

```
msiexec /i "<MSI folder>OpenScapeClient.msi"  
DEFAULTPROVIDER=HiPath-Provider REGISTRYDLS=1  
DLSSERVER=<IP address> INTEGRATIONWC=none /qn
```

- **without central configuration (DLS)**

```
msiexec /i "<MSI folder>OpenScapeClient.msi"  
DEFAULTPROVIDER=HiPath-Provider REGISTRYDLS=0 /qn
```

#### Installation with default provider SIP Provider

- **with central configuration (DLS)**

```
msiexec /i "<MSI folder>OpenScapeClient.msi"  
DEFAULTPROVIDER=SIP-Provider REGISTRYDLS=1  
DLSSERVER=<IP address> INTEGRATIONWC=none /qn
```

- **without central configuration (DLS)**

```
msiexec /i "<MSI folder>OpenScapeClient.msi"  
DEFAULTPROVIDER=SIP-Provider REGISTRYDLS=0 /qn
```

#### Installation with HiPath Provider, without central configuration, with modification of the default installation folder

```
msiexec /i "<MSI folder>OpenScapeClient.msi"  
DEFAULTPROVIDER=HiPath-Provider REGISTRYDLS=0  
CHANGEINSTALLDIR=1 INSTALLDIR=<installation folder> /qn
```

#### Installation with SIP Provider, without central configuration, with modification of the default installation folder

```
msiexec /i "<MSI folder>OpenScapeClient.msi"  
DEFAULTPROVIDER=SIP-Provider REGISTRYDLS=0  
CHANGEINSTALLDIR=1 INSTALLDIR=<installation folder> /qn
```

### 3.2.3 Automatic Installation (Transformations)

Transformations are used with an automatic setup. A transformation is a defined adjustment of the installation package that affects the installation process and adds specific data or parameters to the installation database or modifies existing data or parameters. The required information to this is stored in a transformation file (.mst).

---

**NOTE:** The scope of delivery of the OpenScape Desktop Client contains three transformations with language-specific settings already. You find a list of these \*.mst files in [Table 2 on page 26](#) (parameter TRANSFORMS).

---

The *OpenScape Desktop Client* installation is a *Windows Installer* setup package (.msi). Thus the system administrator may apply any transformation to the *OpenScape Desktop Client* installation package.

Advantages of a transformation:

- The transformation is available until the program is uninstalled.
- Public and private properties can be changed by transformations.
- Folders and files may be affected by transformations.
- Entries in the registry may be affected by transformations.

The system administrator can use a transformation to achieve that

- only files for defined languages (user interface or online help) are installed.
- only files for the connections of certain systems are installed (provider).
- the setup takes place in defined folders only,
- individual installation properties are added/used.
- customer-specific setup extensions (Custom Actions) are hidden,
- individual customer-specific setup extensions are added,
- an individual setup interface is integrated (e.g. individual company logos etc.).

#### 3.2.3.1 Creating Transformations

A transformation provides a certain number of modifications in a file. The original installation package, which represents the up-to-date installation range, and the reference pack, which contains the expected status of the target installation, provide the basis. Indirect creation by means of appropriate tools in the *Windows Installer SDK* is particularly suited for creating transformations. In this process

you open the setup package of the *OpenScape Desktop Client* e.g. with the Microsoft Windows installer development tool *Orca* (MSI/MSM table editor):

1. Open the MSI file with *Orca*.
2. In the menu select **Transform > New Transform**.
3. Make the desired changes in the tables.
4. In the menu select **Transform > Generate Transform**.
5. Save the transformation as MST file.

---

**NOTE:** Editing an MSI file may lead to serious problems; your system may be in an unstable state thereafter. We cannot guarantee that problems caused by incorrect use of the MSI file editor can be solved.

---

---

**NOTE:** You find further information about transformation in the *Windows Installer SDK* help or in continuative specialist literature.

---

## 4 Uninstalling OpenScape Desktop Client

How to uninstall the application *OpenScape Desktop Client* from your local system:

1. Check that *Microsoft Outlook* or *IBM Lotus Notes* have terminated.
2. There are two options to start the uninstallation:

### Default uninstallation

---

**NOTE:** Uninstallation starts with an English-language GUI by default.

---

- a) Click on **Start > Control Panel > Programs** (Microsoft Windows XP) or **Programs and Features** (Microsoft Windows 7).
- b) Select **Siemens OpenScape Desktop Client**.
- c) Click on the **Remove** (Microsoft Windows XP) or **Uninstall** (Microsoft Windows 7) button. The uninstallation process starts.

### Uninstalling via command line

- a) Click on **Start > run** to open the command prompt.
- b) Enter `cmd` and confirm your entry with **OK**.
- c) Enter the following command line to start the uninstallation of the program with default settings.

```
msiexec /x "<OpenScape Desktop Client-setup directory>OpenScapeClient.msi"
```

*OpenScape Desktop Client* is uninstalled.

After the uninstallation the user data remain in the following directory by default:

#### Microsoft Windows XP

```
\Documents and Settings\<user name>\Application Data\Siemens\OpenScape
```

#### Microsoft Windows Vista/7

```
\Users\<user name>\Application Data\Roaming\Siemens\OpenScape
```

If you install *OpenScape Desktop Client* under the same Windows user account anew, the already available configuration files are used. The **Profile creation** dialog is then not displayed. You can directly work with your already configured profiles or create a new profile via the logon dialog.

All files in the following folder are deleted during the uninstallation.

#### Microsoft Windows XP

## Uninstalling OpenScape Desktop Client

\Documents and Settings\All Users\Application Data\Siemens\OpenScape

*Microsoft Windows Vista/7*

\Users\All Users\Application Data\Siemens\OpenScape



## 5 Technological Concepts

This chapter describes the following technological concepts used by the *OpenScape Desktop Client*:

- The User and Profile Concept
- The OpenScape Desktop Client Modules
- The Microsoft Outlook Add-In
- Normalizing Phone Numbers (Phone Number Formats)

This information adds to the optimum use of the program.

### 5.1 The User and Profile Concept

The user and profile concept of the *OpenScape Desktop Client* means that every Windows user working with different profiles or on different PCs can access the personal settings of his/her "usual" *OpenScape Desktop Client* environment. For example, you can access your private contact list, your private (extended) keypad layout, your private display options, etc. The *OpenScape Desktop Client* uses the user ID of the respective Windows user account for managing the configuration files.

The following constellations can be envisaged:

- A Windows user operating with different profiles (for example, in different locations) and different PCs.
- A Windows user operating with different *OpenScape Desktop Client* profiles on the same PC (e. g. a notebook).
- A Windows user operating on different PCs with a single profile.
- Different Windows users operating on a single PC with a single profile (call center, for instance).
- etc.

This concept is implemented with the help of user-specific, PC-specific, and profile-specific operating parameters that are read and loaded from one or more configuration files when a user logs on to the program. To operate the *OpenScape Desktop Client* in specific environments, for example, a call center, the administrator can provide appropriate configuration files for Windows users, profiles, PCs or profile/user combinations. These files contain the necessary parameters for the specific program.

Type and scope of the available parameters depend on the scope of the *OpenScape Desktop Client* setup and on the number of added modules.

### 5.1.1 Standardizing the User Configuration

All parameters configured in the *OpenScape Desktop Client* for a Windows user account on a PC or for a profile are stored in the XML format in configuration files in a fixed settings folder. The parameter settings are loaded the next time the program is started or after the next login under the relevant profile for the relevant Windows user account so that repeated configuration is unnecessary.

The administrator can provide preconfigured parameters in one or more script files in this folder to standardize certain parameters for a profile, a PC or a user and to simplify initial user configuration. The script files are read in a specified sequence and their contents are loaded when the program is started or the user logs on.

The script files are defined as XML files. There are different file types (\* .xml, \* .ocp etc.) that have different meaning and importance when starting the *OpenScape Desktop Client*.

The administrator can use the export feature to create script files for a profile, a PC or a user or else for profile/PC/user combinations. The administrator can therefore guarantee standardized parameter settings with minimum effort for *OpenScape Desktop Client* users.

---

**NOTE:** Manual changes to script files are not recommended. Changes of this kind require both detailed knowledge of all available parameters as well as their possible settings - with correct syntax in the script file.

---

Faults, redundant or missing settings prevent the *OpenScape Desktop Client* from starting up or operating properly.

## 5.2 The OpenScape Desktop Client Modules

The *OpenScape Desktop Client* of the *OpenScape Personal Edition* structure consists of different modules. Each of these modules provides an individual feature. The modular structure of this program enables the user to activate the features he/she actually needs, thus optimizing the use of system resources and computing power.

All available modules are installed during the setup. However, of these modules only those automatically added to the configuration that are required for the selected setup type (**SIP Provider** or **HiPath Provider**).

---

**NOTE:** If you need further modules, you need to manually add them to the configuration. You do this via the **Settings** dialog, which you reach during the user login via the **Manage** button > **Settings** > **Modules** tab. See [Section 5.2.1, “Module Management”](#), on page 38.

---

---

**IMPORTANT:** Changing the type or number of the installed or added modules may **restrict** or **disable** the *OpenScape Desktop Client* function.

---

Please obtain detailed information about the necessary settings of the respective modules from the configuration chapter of the user manual for *the OpenScape Personal Edition V6*.

---

**IMPORTANT:** Modules not contained in the ensuing table **do not** have any meaning in the *OpenScape Personal Edition* and must not be activated! If you add modules that are not described here, considerable problems may occur during the operation of *OpenScape Desktop Client*!

---

Module	Function
Screensaver Manager	Provides the <i>OpenScape Desktop Client</i> screensaver feature.
Communication Provider	The <b>Communication Provider</b> enables operating the <b>SIP Service Provider</b> . You must not activate this module in combination with the <b>HiPath Provider</b> module. No further settings are required for this module.
Device State	This module is in charge of the telephone and redirection menus in the main bar and ribbon.
HiPath Provider	This module provides the connection to a <i>HiPath 4000</i> or <i>OpenScape Office MX PBX</i> . You must not activate this module in combination with the modules <b>Communication Provider</b> and <b>SIP Service Provider</b> .
HLM License Provider	This module provides the connection to the HiPath license server.
IPC Manager	This module is used for initiating calls from <i>Microsoft Outlook</i> via the <i>OpenScape Desktop Client</i> . The <b>IPC-Manager</b> does not require any further settings.

## Technological Concepts

### The OpenScape Desktop Client Modules

Module	Function
Journal	The Journal module provides the Journal user interface and does not require any further settings.
Keyboard Manager	This module provides keyboard support features.
Contact List	This module provides a contact list for local use and does not require any further settings.
LDAP Directories	Provides the connection to LDAP directories.
Local Journal Provider	Stores connection data for the journal in the local database. These data records are automatically deleted after a specific period or when a certain maximum number of data records has been reached.
Microsoft Outlook Provider	This module is for searching the <i>Microsoft Outlook</i> contacts list. No further settings are required.
Notifier Toast (Desktop Alerts)	This module is responsible for the display of status or connection changes in the form of desktop alerts. No further settings are required.
Ribbon	This module is in charge of representing the ribbon in the main window.
Pearl Main Window	This module is in charge of the individual window view and does not require any further settings.
Sendmail Provider	This module enables sending e-mails to a contact directly from one of the directories or from the contact list.
SIP Service Provider	Provides the connection to an <i>OpenScape Voice</i> and enables using the <i>OpenScape Desktop Client</i> as SIP softphone. This module must always be set up in combination with the <b>Communication Provider</b> module. You must not use the <b>HiPath Provider</b> module simultaneously.
Softphone	This module provides user interface of a telephone. No further settings are required.
Sound Control	This module is in charge of the audio control (audio icons, Volume menu, volume controls, Additional Speaker button). No further settings are required for this module.
Stimulus Provider	This module is in charge of showing information on the telephone display.
Lookup Service	Enables looking for contacts in all available directories. No further settings are required.
Toolbar	The activated module is in charge of representing the main bar in the individual window view. No further settings are required.
Telephone	The telephone module controls the integrated and free telephone in the <i>OpenScape Desktop Client</i> .
Call Control	Provides the call control feature.
Directory Search	Enables searching in contact directories from multiple data sources, e.g. LDAP directories, <i>Microsoft Outlook</i> contacts, etc. This module does not require any further settings.
Video Viewer	This module is in charge of representing the video window in the video viewer. It can only be used in combination with the <b>SIP Service Provider</b> module.
Dialing Helper	Using this module the <i>OpenScape Desktop Client</i> triggers connections initiated in <i>Microsoft Outlook</i> . The dialing helper is exclusively used in combination with the IPC manager.
Webbrowser	This module enables opening frequently accessed internet pages directly in the web browser of the <i>OpenScape Desktop Client</i> .

Module	Function
Indicators	This module serves as indicator plugin and enables displaying various events and statuses in the main bar e.g. secure or insecure connection. No further settings are required.

## 5.2.1 Module Management

---

**IMPORTANT:** You can add/remove any installed module to/from the configuration. Removing a necessary module may **restrict** or **disable** the *OpenScape Desktop Client* function.

---

---

**NOTE:** Modules **cannot** be added or removed in live operation. You can only do this via the **Manage** button in the *OpenScape Desktop Client* login dialog.

---

### Plausibility check

After the *OpenScape Desktop Client* installation you can add/remove modules to/from the configuration. This may, however, seriously affect the *OpenScape Desktop Client*. Missing or wrong modules may e.g. make it impossible to connect the communication system or to address the individual audio devices.

Therefore, *OpenScape Desktop Client* performs a plausibility check on modifying the module selection. If *OpenScape Desktop Client* function restrictions have to be taken into account because of missing modules, you will be informed by a corresponding message.

You find detailed information about possible *OpenScape Desktop Client* settings in the configuration chapter of the user manual *OpenScape Personal Edition V6*.

Information about how to add/remove modules to/from the *OpenScape Desktop Client* configuration is contained in [Section 7.6, “Adding or removing Modules”](#), on page 61.

## 5.3 The Microsoft Outlook Add-In

If *Microsoft Outlook 2003/2007/2010* is installed on the user PC, a *Microsoft Outlook Add-In* is automatically installed during the *OpenScape Desktop Client*. This add-in has the effect that the **Dial** button is displayed in the *Microsoft Outlook* toolbar. When you click this button in *Microsoft Outlook*, the application evaluates the current object (name, phone number, e-mail address etc.) and determines the associated phone number based on the *Microsoft Outlook* contacts. The phone number is transferred to the *OpenScape Desktop Client* that uses it as destination number and sets up a connection.

You can activate or deactivate the *Microsoft Outlook Add-In* by means of a registry entry. You can obtain more information from [Section 15.4, “LoadBehavior \[REG\\_DWORD\]”, on page 137](#).

### Updating the Microsoft Outlook contacts

When you add private contacts to *Microsoft Outlook* you need to update them so that they are displayed in the *OpenScape Desktop Client*. You are informed about the update status in the *OpenScape Desktop Client*.

---

**NOTE:** *OpenScape Desktop Client* updates your *Microsoft Outlook* contacts only with each program start. If you have added a new contact in *Microsoft Outlook* or changed contact data, you must restart the *OpenScape Desktop Client*. Only then your new contact entries or your changes in *Microsoft Outlook* are applied by the *OpenScape Desktop Client*.

---

## 5.4 Normalizing Phone Numbers (Phone Number Formats)

In the *OpenScape Desktop Client* you can initiate a connection in several ways:

- from one of the configured *OpenScape Desktop Client* directories,
- by copy and paste,
- by manually entering the phone number to be dialed in the main bar.
- by selecting a contact in the contact list,
- etc.

A phone number is always required. It is transferred from the configured provider (SIP Service or HiPath Provider) to the connected PBX (*OpenScape Voice* or *HiPath 4000*), which subsequently sets up the connection to the call target.

A phone number may be present in different formats, for example in the canonical format +49 (2302) 6671234 or as vanity phone number 0800-HELPLINE. The following example shows some representations of the phone number +49 (2302) 6671234 depending on the notation a user prefers or where the target phone number is located in relation to one's own location:

```
+49 (2302) 667 - 1234
+49-2302-6671234
00492302-667-1234
02302/667-1234
667-1234
1234
```

You can enter a phone number in *OpenScape Desktop Client* in various formats, but the connected PBX will always demand a defined phone number format, for example E.164. This is why the provider (SIP Service or HiPath Provider) you use needs to translate all phone numbers into exactly this format before transferring them to the PBX. This process is called *phone number normalization*.

Before dialing the configured provider checks and normalizes the phone number to prepare the connection setup according to the current local settings for network access. This ensures processing connections as follows:

- Connections with the same country code as national calls
- Connections with the same area code as local calls
- Connections with the same system code (within the same PBX) as internal calls

---

**NOTE:** You find the settings required for the SIP service or HiPath Provider network access in the user manual for *OpenScape Personal Edition V6*.

---



The phone number is always examined and, if required, optimized as follows before dialing:

1. The system checks as to whether the phone number is available in canonical format. A canonical format is assumed when the phone number begins with a plus sign (+). If a phone number is not stored in canonical format, possibly available vanity phone number blocks will be replaced. The letters A–Z or a–z are then assigned to the corresponding digits.
2. All characters except for the digits 0–9 as well as for the special characters \* and # are removed from the phone number.
3. The phone number is then shortened according to the local network-access settings:
  - If the country code of the phone number matches the individual country code, the phone number is dialed up for establishing a national connection.
  - If the area code of the phone number matches the individual area code, the phone number is dialed up for establishing a local connection.
  - If the phone number begins with the individual system code, an internal connection is set up.

The respective prefixes as well as additional codes for local, distant and international calls are considered at this.

4. The phone number created by optimizing / shortening is now dialed.

### Examples

In the following you find examples of phone number normalization performed by the configured provider. We assume the following network access settings here:

Network access parameter	for example 1	for example 2
Country code	49	49
Area code	2302	89
PBX number	667	722
Extension range	<none>	<none>
Office code	<none>	<none>
Prefix for local calls	<none>	<none>
Prefix for national calls	0	0
Prefix for foreign calls	00	00
Additional code for local calls	<none>	<none>
Additional code for distant calls	<none>	<none>
Additional code for international calls	<none>	01010

---

**NOTE:** To simplify the following examples, no network access parameter has been configured for the **extension range** and **office code**.

If an **office code** is configured (e.g. 0), it must prefix all phone numbers not available in the canonical format, e.g. 0004923026671234.

The **extension range** must be configured as *regular expression*, e.g. for the connection with the phone numbers

+492302667 1000 to 3999 the setting for the **extension range** reads \b [1-3] [0-9] {3} \b.

---

Entered phone number	Normalized phone number example 1	Normalized phone number example 2
+49 (2302) 667-1234	1234 (internal call)	023026671234
+49 (0) 2302/667-1234	0023026671234	0023026671234
00492302-667-1234	1234 (internal call)	023026671234
02302/667-1234	1234 (internal call)	023026671234
089/722-12345	08972212345	12345 (internal call)
667-1234	1234 (internal call)	6671234 (local call)
1234	1234 (internal call)	1234 (local call)
0800-HELPLINE	080043575463	080043575463
+1-555-78946512	00155578946512	0101000155578946512

## 6 Configuring OpenScape Desktop Client

---

**NOTE:** You find comprehensive information about all settings of the *OpenScape Desktop Client* in the user manual for *OpenScape Personal Edition V6* or in the program's online help.

---

You need to perform various individual profile settings for the *OpenScape Desktop Client* to run smoothly. Type and scope of these settings depend, among other things, from the added modules and from basic network parameters.

You need to perform various settings before the initial login of each user, because *OpenScape Desktop Client* can otherwise not operate duly. Among these settings you find e.g. the Standard Provider settings. Therefore, switch immediately to the dialog for editing the settings when a new profile was created.

Other settings do not affect the general *OpenScape Desktop Client* operation – such as the program start settings. You can therefore edit them after the login also.

You perform the *OpenScape Desktop Client* settings in the **Settings** dialog. You reach this dialog as follows:

- In the login dialog via the **Manage button > Settings**,
- During operation under **Pearl menu > OpenScape Options**. After having logged in you can set only a very limited number of parameters.

The section on hand contains the following information:

- **Configuration Files**  
Describes the different configuration files, their contents and storage locations.
- **Modifying Configuration Folders**  
Describes the options for modifying these storage locations to e.g. provide uniform configuration files by using central folders. Furthermore, you receive an overview of common Windows environment variables the deployment of which may be useful.
- **Moving Configuration Folders**  
Contains a list of files that you need to shift into the new directory after you have moved a storage location already used.
- **Centrally configured Windows PCs**  
Here you receive important information to be considered for centrally configured Windows PCs.

- **Examples**  
contains examples of modifications to the configuration folders with and without using environment variables that enable setting up *OpenScape Desktop Client* automatically.
- **Copying Files automatically at the End of the Setup**  
contains information about the copy-function of *OpenScape Desktop Client* and the contents of the single copy folders.

## 6.1 Configuration Files

The *OpenScape Desktop Client* uses and considers the following types of configuration files:

- **The File `Siemens.OptiClient.config.config`**
- **Configuration Files for PC/User/Profile (.xml)**
- **Script Files (.script, .userscript, .ocp, .ocs)**
- **File Extensions e.g. for Call Lists and Contacts (.xml, .xsd)**
- **Local Files (.xml)**

### 6.1.1 The File

#### **`Siemens.OptiClient.config.config`**

The modules that need to be added/activated for new *OpenScape Desktop Client* users or profiles are found in the file

```
Siemens.OptiClient.config.config
```

After the setup you find this file in the folder

```
<OpenScape Desktop Client program directory>\Client
```

It is available in the XML format.

In this file you can individually define the modules for the setup that are added and activated for a new profile of the *OpenScape Desktop Client*.

**Example:**

```

<configuration>
  <useradd>
    <adapter>
      <type>Siemens.OptiClient.Notifier.NotifierManager</type>
      <assembly>Siemens.OptiClient.Notifier.dll</assembly>
    </adapter>
    <controls>
      <type>Siemens.OptiClient.Phone.PhoneControls</type>
      <assembly>Siemens.OptiClient.Phone.dll</assembly>
    </controls>
    <controls>
      <type>Siemens.OptiClient.Sound.SoundControls</type>
      <assembly>Siemens.OptiClient.Sound.dll</assembly>
    </controls>
    <controls>
      <type>Siemens.OptiClient.Device.DeviceControls</type>
      <assembly>Siemens.OptiClient.Device.dll</assembly>
    </controls>
  </useradd>
  <locationadd>
    <provider>
      <type>Siemens.OptiClient.Hipath.HipathProvider</type>
      <assembly>Siemens.OptiClient.Hipath.dll</assembly>
    </provider>
  </locationadd>
</configuration>

```

**6.1.2 Configuration Files for PC/User/Profile (.xml)**

- **Content:**  
These files contain all configuration parameters for the combinations of PC/user/profile in the XML format. The files are loaded at each program start or with editing the settings.
- **Folder:**  
ConfigPath. Depending on the operating system, these files are stored in the following folder by default and remain after the uninstallation of *OpenScape Desktop Client* on the computer for the currently used Windows user account:

*Microsoft Windows XP*

C:\Documents and Settings\All Users\Application Data\Siemens\OpenScape

*Microsoft Windows Vista/7*

C:\Users\<user account>\Application Data\Roaming\Siemens\OpenScape

You can modify the ConfigPath using the *Settings Folders Tool* or manually.

### 6.1.3 Script Files (.script, .userscript, .ocp, .ocs)

- **Content:**  
Files with configuration information about possible combinations of PC/user/profile, which are installed and loaded only once (.script/.userscript/.ocs) or permanently (.ocp) at the program start.
- **Folder:**  
`ScriptPath`. Depending on the operating system, these files are stored in the following folder by default and remain after the uninstallation of *OpenScape Desktop Client* on the computer for the currently used Windows user account:

*Microsoft Windows XP*

`C:\Documents and Settings\All Users\Application Data\Siemens\OpenScape`

*Microsoft Windows Vista/7*

`C:\Users\<user account>\Application Data\Roaming\Siemens\OpenScape`

You can modify the `ScriptPath` using the *Settings Folders Tool* or manually.

### 6.1.4 File Extensions e.g. for Call Lists and Contacts (.xml, .xsd)

- **Content:**  
User-specific information about relational data such as call lists and contacts.
- **Folder:**  
`DataPath`. By default under:

*Microsoft Windows XP*

`C:\Documents and Settings\All Users\Application Data\Siemens\OpenScape`

*Microsoft Windows Vista/7*

`C:\Users\<user account>\Application Data\Roaming\Siemens\OpenScape`

You can modify the `DataPath` using the *Settings Folders Tool* or manually.

### 6.1.5 Local Files (.xml)

- **Content:**  
Buffer for storing local or temporary configuration parameters (e.g. DLS parameters).
- **Folder:**  
`LocalPath`. By default under:

*Microsoft Windows XP*

C:\Documents and Settings\All Users\Application Data\Siemens\OpenScape

*Microsoft Windows Vista/7*

C:\Users\<user account>\Application Data\Roaming\Siemens\OpenScape

You can modify the `LocalPath` using the *Settings Folders Tool* or manually.

---

**NOTE:** The `ConfigPath`, the `ScriptPath`, the `DataPath` and the `LocalPath` must be furnished with write/read privileges for the user account (not for the main user or local administrator). In addition, the `LocalPath` must always be a local folder.

---

---

**NOTE:** You find details about the file name structure in [Section 7.15.2](#), “Exporting the Configuration for variable PCs/Profiles”, on page 85.

---

## 6.2 Modifying Configuration Folders

By modifying configuration folders you can make them (central ones) usable for (specific) configuration files. You can store preconfigured or adjusted configuration files in these folders, thus ensuring a uniform parameter supply for *OpenScape Desktop Client* users.

The settings for `ConfigPath`, `ScriptPath`, `DataPath` and `LocalPath` correspond to the default storage locations mentioned in [Section 6.1](#), “Configuration Files”, on page 44 after the setup. This section provides the information required for modifying configuration folders:

- [The File Siemens.OpenScape.exe.config](#)
- [Modifying Configuration Folders manually](#)
- [Common Windows Environment Variables](#)

## 6.2.1 The File `Siemens.OpenScape.exe.config`

### XML file with storage location information

The information as to whether default configuration folders are used or modified or which deviating configuration folders apply is found in the file

`Siemens.OpenScape.exe.config`. This is an XML file, found in folder `<OpenScape Desktop Client program directory>\Client` after the setup.

When using the default configuration folder for the `ConfigPath`, `DataPath`, `ScriptPath` and `LocalPath`, the respective entries for these configuration folders are not active (commented out) in the file. Configuration folder entries without commenting are active.

By changing configuration folders using the *Settings Folders Tool* program or manually, the entries for the respective configuration folders are activated/modified.

## 6.2.2 Modifying Configuration Folders manually

You can edit the `Siemens.OpenScape.exe.config` manually. This, however, requires knowledge of editing XML files mandatorily.

As long as the default storage location for the configuration files remains unchanged, the relevant entries in the `Siemens.OpenScape.exe.config` file are inactive (indicated as comment). This comment indication is only removed through modification by *Settings Folders Tool*, which must also be the result of manual editing.

---

**NOTE:** You find a detailed description of the *Settings Folders Tool* and how to operate it in [Section 13.2, “Settings Folders Tool”](#), on page 129.

---

If you edit the configuration folders manually, you can use Windows environment variables according to your individual requirements. You find an overview of common Windows environment variables in [Section 6.2.3, “Common Windows Environment Variables”](#), on page 49.

If the settings folder is modified for a preconfigured version of the *OpenScape Desktop Client*, specific files must be moved from the old to the new settings folder. You find continuative information on this in [Section 6.3, “Moving Configuration Folders”](#), on page 51.



### 6.2.2.1 Using System Variables in the defined Settings Folder

System variables can be used by specifying the settings folder. You cannot then use the *Settings Folders Tool* to modify the Settings folder. Instead, you must edit the entry manually in the relevant configuration file.

After installation, this configuration file is stored under

- `<OpenScape Desktop Client program directory>\Client`
- under the file name: `Siemens.OpenScape.exe.config`.

This file is saved in XML format and can be opened, for example, with the editor.

---

**NOTE:** You must be familiar with the XML file format (comment display etc).

---

- The entry for the Settings folder can be found under `ConfigPath`.
- The entry for the database folder can be found under `DataPath`.
- The entry for script files can be found under `ScriptPath`.

You can use any system variable for the entries `ConfigPath`, `DataPath`, and `ScriptPath` when specifying the folder. Here is an example of a configuration file using the system variable `USERPROFILE`:

```
<configuration>
<appSettings>
<add key="ConfigPath" value="%USERPROFILE%\Anwendungsdaten\Siemens\OpenScape Desktop Client\"/>
<add key="DataPath" value="%USERPROFILE%\Anwendungsdaten\Siemens\OpenScape Desktop Client\"/>
<add key="ScriptPath" value="%USERPROFILE%\Anwendungsdaten\Siemens\optiClient\"/>
<add key="LocalPath" value="%USERPROFILE%\Anwendungsdaten\Siemens\OpenScape Desktop Client\"/>
</appSettings>
<system.diagnostics>
<trace>
<listeners>
<add name="SendMsgListener" type="Siemens.Diagnostics.SendMsgTraceListener, Siemens.Diagnostics.TraceListener"/>
</listeners>
</trace>
</system.diagnostics>
</configuration>
```

### 6.2.3 Common Windows Environment Variables

Environment variables are set as wildcards, thus replacing the actual path to a folder or file. Independent from the actual folder name on the respective system, `%SYSTEMDRIVE%`, for example, always represents the drive letter of the system partition, no matter on which partition it is installed.

## Configuring OpenScape Desktop Client

### Modifying Configuration Folders

When using environment variables in batches or in the `Siemens.OpenScape.exe.config` file they must always be enclosed in two `%` characters, e. g. `%USERPROFILE%`.

To display the available environment variables on a PC, select e.g. **start > Run** and enter `cmd`. In the thus started command prompt enter `set`.

The following environment variables may be useful for a deployment (this overview is not a complete list of all available environment variables):

---

**NOTE:** The environment variables listed here in part refer to *Microsoft Windows XP/Vista/7*.

---

Environment variable	Description
ALLUSERSPROFILE	Common user folder \Documents and Settings\All Users
APPDATA	Folder for application data, default: %HOMEDRIVE%\Documents and Settings\<user name>\Application Data
COMMONPROGRAMFILES	Folder for commonly used application files, default: %SYSTEMDRIVE%\Programs\Common Files
HOMEDRIVE	Drive that hosts the user folder
HOMEPATH	Folder of the current user %HOMEDRIVE%\Documents and Settings\<user name>
PATH	Folder searched for executable files and modules
PROGRAMFILES	Folder of the configured applications, default: %SYSTEMDRIVE%\Programs
SYSTEMDRIVE	System drive
SYSTEMROOT	Root folder of the operating system, default: C:\Windows
TEMP	Folder for temporary files
TMP	Folder for temporary files
USERPROFILE	User folder in which user-specific data is stored %HOMEDRIVE%\Documents and Settings\<user name>
WINDIR	Windows folder

#### Example

The following file extract shows possible settings using the environment variable `%USERPROFILE%` for the configuration folders `ConfigPath`, `DataPath` and `ScriptPath`. The default folder applies for the `LocalPath` unchanged. Consequently, the corresponding entry is still commented out:

```
<configuration>
  <appSettings>
    <add key="ConfigPath" value="%USERPROFILE%\Application Data\Siemens\OpenScape\" />
    <add key="DataPath" value="%USERPROFILE%\Application Data\Siemens\OpenScape\" />
    <add key="ScriptPath" value="%USERPROFILE%\Application Data\Siemens\OpenScape\" />
    <!--add key="LocalPath" value="%ALLUSERSPROFILE%\Application Data\Siemens\OpenScape\" /-->
  </appSettings>
</configuration>
```

## 6.3 Moving Configuration Folders

If the configuration folder is modified for the configuration files of an already configured *OpenScape Desktop Client* the following files must be moved from the old to the new configuration folder:

- For the `ConfigPath`:
  - All folders `_*` (the name of which begins with an underscore).
  - All files with the pattern `*.*.*.xml`All further folders remain in the same place and must not be removed.
- For the `ScriptPath`:
  - The `_._._.script` file
  - The `_._._.userscript` file
  - All files with the pattern `_._._.ocs`
  - All files with the pattern `_._._.ocp`
- For the `DataPath`:
  - All files with the pattern `*.xml`
  - All files with the pattern `*.xsd`
- For the `LocalPath`:
  - All files with the pattern `*.xml`

## 6.4 Centrally configured Windows PCs

On centrally configured Windows PC with restricted user privileges or clients that use a so-called *Roaming Profile*, the memory of specific folders, which can also be defined by an environment variable, may be limited. Other applications may also use these folders for storing files and information. If these folders are also used as configuration folders for *OpenScape Desktop Client*, their capacity must not be exceeded. Considerable trouble with Windows or installed applications

would be the consequence.

Especially configuration files of the *OpenScape Desktop Client* stored in the `DataPath` (call lists, contacts) may become very large depending on the user setting and behavior.

## 6.5 Examples

### Installation with modified configuration folders without using environment variables

You can achieve this modification of the configuration folders for `ConfigPath`, `DataPath` and `ScriptPath` using the *Settings Folders Tool* or by manually editing the `Siemens.OpenScape.exe.config` file:

```
<configuration>
  <appSettings>
    <add key="ConfigPath" value="\\Server1\OpenScape\" />
    <add key="DataPath" value="\\Server1\OpenScape\" />
    <add key="ScriptPath" value="\\Server1\OpenScape\" />
    <!--add key="LocalPath" value="C:\Documents and Settings\All Users\Application Data\Siemens\OpenScape\" /-->
  ...
```

In this example, `\\Server1\OpenScape` is a shared folder that all *OpenScape Desktop Client* users can access within the entire network.

### Installation with modified configuration folders with using environment variables

You can achieve the modification of the configuration folders for `ConfigPath`, `DataPath` and `ScriptPath` only by manually editing the `Siemens.OpenScape.exe.config` file:

```
<configuration>
  <appSettings>
    <add key="ConfigPath" value="%USERPROFILE%\Siemens\OpenScape\" />
    <add key="DataPath" value="%USERPROFILE%\Siemens\OpenScape\" />
    <add key="ScriptPath" value="%USERPROFILE%\Siemens\OpenScape\" />
    <add key="LocalPath" value="%USERPROFILE%\Siemens\OpenScape\" /!>
  ...
```

In this example the environment variable `%USERPROFILE%` is used for all configuration folders. Since `%USERPROFILE%` is the default Windows login folder (always local) by definition, this variable can also be used for the `LocalPath` configuration folder.

---

**NOTE:** The `ConfigPath`, the `ScriptPath`, the `DataPath` and the `LocalPath` must be furnished with write/read privileges for the user account (not for the main user or local administrator). In addition, the `LocalPath` must always be a local folder.

---

## 6.6 Copying Files automatically at the End of the Setup

The setup provides a copy function for automatically installing customer-specific modifications, script files or hotfixes during an installation without having to change the setup process.

The setup package provides the following folders for this purpose by default:

- `Copy2Client`  
copies files to `%ProgramFiles%\Siemens\OpenScape\Client`.  
In this directory you find `exe.config`, bitmaps, voice files, DLLs and components.
- `Copy2System`  
copies files to `%ProgramFiles%\Siemens\OpenScape\System`.  
In this directory you find DLLs and components.
- `Copy2Data`  
copies files to `%ALLUSERSPROFILE%\Siemens\OpenScape`.  
In this directory you find script, userscript, ocs and ocp files.

Possibly available subfolders are copied as well.

---

**NOTE:** The `Copy2Data` folder contains the `_._._.ocs` file by default. When creating a customer-specific `_._._.ocs` file, the default settings must be copied from this `_._._.ocs` file to the new, customer-specific file in the corresponding place/s.

The `Copy2Client` function enables copying a modified file `Siemens.OptiClient.exe.config` to the client folder of the software package during the setup.

The folders modified in this file are not considered by the `Copy2Data` mechanism.

---

## **Configuring OpenScape Desktop Client**

*Copying Files automatically at the End of the Setup*

## 7 Important Administration Steps

This section contains information about steps required to configure a *HiPath 4000* as well as about basic adjustments of the *OpenScape Desktop Client* configuration to be performed after a successful program setup.

- [Configuring the HiPath 4000 \(AMOs\)](#)
- [OpenScape Voice Settings for server-based Call Forwardings](#)
- [Licensing \(HLM\)](#)
- [Adding a Profile](#)
- [Configuring the LIN \(Local Identification Number\)](#)
- [Adding or removing Modules](#)
- [Automatic Program Update](#)
- [Defining Audio Schemes](#)
- [Defining Video Schemes](#)
- [Activating Data Encryption](#)
- [Configuring SDES as Security Protocol](#)
- [Microsoft Outlook Settings \(HFA\)](#)
- [Configuring the Lotus Notes Integration](#)
- [Integrating an LDAP Directory](#)
- [Exporting the Configuration](#)
- [Importing the Configuration](#)
- [Backing up the Configuration](#)
- [Restoring the Configuration](#)

---

**NOTE:** You find a comprehensive description of all settings you need to perform in the *OpenScape Desktop Client* after the installation in the user manual *OpenScape Personal Edition V7* and in the respective online help.

---

## 7.1 Configuring the HiPath 4000 (AMOs)

For each *HiPath 4000* subscriber to use the *OpenScape Desktop Client* the following features must be configured:

---

**NOTE:** In the following we describe the AMOs for a German *HiPath 4000*.

---

apiclass=tsx and gerkon=optiip+api

### **Configuring the OpenScape Desktop Client subscriber at the STMI2 with TAPI**

Display with:

AB-SBCSU:<subscriber number>;

Configuration by:

EINRICHTEN-SBCSU:TLNNU=<subscriber phone number>,ART=OPTI,ANSCHL=IP2,GERKON=OPTIIP&API,APICLASS=TSX;

Activate the DMC for the subscriber

AEND-SDAT:RNR,MERKMAL,DMCERL;

### **Furthermore, you need to perform the following settings**

Change the AMO DIMSU (set the number of the STMIHFA2 hardware):

EINRICHTEN-DIMSU:TYP=SYSTEM,STMIHFA2=<number of the STMIHFA2>;

Activate system-wide DMC

AENDERN-DIAGS:PROCID=CC,KOMP=CP2,S08=AUS;

STMI2 settings:

EINR-BCSU:PER,1,1,103,"Q2316-X",3,0,,NEIN,300,700,300,A;  
  
EINR-HFAB:MTYP=STMIHFA2,LTU=1,EBT=103,IPADR=192.168.1.1,NETMASK=255.255.255.0,DEFRT=192.168.1.254;

Change APIMAX

AE-ZAND:TYP=CIT,APIMAX=XXXX;

Change WSPROT

einr-dimsu:typ=applikat,wsprot=xxx;

APIMAX=xxx (AMO ZAND) must be configured:

Display with "AB-ZAND:TYP=CIT;"



Change with "AE-ZAND:TYP=CIT, APIMAX=xxx;"

(xxx stands for the same number as WSPROT)

WSPROT=xxx . AMO DIMSU must be configured as follows:

Display with "AB-DIMSU:TYP=ALL, PARAM=WSPROT;"

Change with "EINR-DIMSU:TYP=APPLIKAT, WSPROT=xxx;"

(xxx stands for the number of OpenScape Desktop Client subscribers  
(+subscribers with Callbridge at another *optiPoint400/500/600*))

### **Configuration for usage of the headset at the USB handset**

To use the headset at the USB handset, the following parameter must be set for each phone number within the *HiPath 4000*:

KOPFSG=MITIND (sbcsu)

## 7.2 OpenScape Voice Settings for server-based Call Forwardings

For all subscribers who are to use the server-based call forwarding feature at an *OpenScape Voice*, the following settings must be performed in the *OpenScape Voice* assistant:

1. Log on to the CMP.
2. On the **Configuration** navigation tab, click on the **OpenScape Voice** navigation option.
3. Click on **Business Group** in the navigation tree.
4. Select in the Business Group List field the business group the subscriber is configured in.
5. Click on **Members > Subscribers**.  
A list of all subscribers configured in the selected business group appears in the work area.
6. Select the desired subscriber.  
The dialog with the settings of the relevant subscriber opens.
7. Switch to the **Features** tab.  
The list of configured features is displayed.
8. Click on the **Call Forwarding Unconditional** feature.  
The dialog with the feature's properties opens.
  - a) Verify that option **All** is set for **Activate via**.
  - b) Verify that option **All** is set for **Specify redirect number via**.
  - c) Click on **OK**.  
Your settings have become valid. The configuration dialog closes.
9. Click on the **Call Forwarding on Busy** feature.  
The dialog with the feature's properties opens.
  - a) Verify that option **All** is set for **Activate via**.
  - b) Verify that option **All** is set for **Specify redirect number via**.
  - c) Click on **OK**.  
Your settings have become valid. The configuration dialog closes.
10. Click on the **Call Forwarding No Reply** feature.  
The dialog with the feature's properties opens.
  - a) Verify that option **All** is set for **Specify redirect number via**.
  - b) Verify that option **All** is set for **Specify redirect number via**.
  - c) Click on **OK**.  
Your settings have become valid. The configuration dialog closes.

11. Click on the **CSTA Access** feature.  
The configuration dialog of this feature opens.
  - a) Select option **CSTA Over Sip** for **CSTA Type**.
  - b) Confirm your selection with **OK**.  
Your modifications have become valid. The configuration dialog closes.
12. Click on **Save**.  
The settings are copied.

## 7.3 Licensing (HLM)

You need to have the appropriate SIP or HFA licenses for using the *OpenScape Personal Edition* features. Such licenses, generated by a central license server (CLS), are administered by a license agent server (CLA). An up-to-date version of the CLA software is shipped with the setup CD of the *OpenScape Personal Edition*. It must be installed on the local *OpenScape Desktop Client* PC or on a central computer in the network.

---

**NOTE:** You find detailed information about managing licenses in the *License Management V1.0* operating instructions.

---

At every program start the *OpenScape Desktop Client* connects to the CLA server for checking the validity of the license for the application. This requires configuring access to the PC on which the CLA server is installed (IP address or server name etc.) in the settings dialog of the *OpenScape Desktop Client* under **Advanced > HLM License Provider > Licensing**. Please obtain further details about this from the operating instructions of the *OpenScape Personal Edition V7*.

## 7.4 Adding a Profile

If a user needs to deploy the OpenScape Desktop Client in different locations it is useful to define a profile for each location. You can create a new profile only in the login dialog.

How to add a new profile to the use configuration:

1. Start the OpenScape Desktop Client.
2. Click on **Add Profile...** in the login dialog.
3. Enter the name of the new profile in the **Profile** field of the **Add Profile** dialog.
4. Click on **OK**. The new profile for the user login is created. The **Add Profile** dialog closes.

## 7.5 Configuring the LIN (Local Identification Number)

An **LIN** number is used for locally assigning e.g. building or room numbers or coordinates. This number serves for quickly localizing a PC on which the *OpenScape Desktop Client* is installed.

---

**NOTE:** An **LIN** number can only be used if the *OpenScape Desktop Client* is operated with connection to a *HiPath 4000*.

---

---

**NOTE:** Please obtain detailed information about configuring an **LIN** number in a *HiPath 4000* from the documentation of the respective *HiPath 4000* PBX.

---

## 7.6 Adding or removing Modules

---

**NOTE:** Adding or removing modules may have radical effects on the *OpenScape Desktop Client* features. Missing or wrong modules may e.g. make it impossible to connect the communication system or to address the individual audio devices.

---

How to add or remove modules to or from the *OpenScape Desktop Client* configuration:

### 7.6.1 Adding Modules

---

**NOTE:** You can add modules in the settings dialog only during the user login. Click on **Manage > Settings...** in the login dialog.

---

1. Open the settings dialog via the **Manage > Settings** button in the *OpenScape Desktop Client* login dialog.
2. Switch to the **Modules** tab. The list displays the already active modules only.
3. Click on **Show all modules**. The available, inactive modules are displayed in a list.
4. Tick off the checkbox of the module that you want to add to the *OpenScape Desktop Client* configuration.
5. Click on **OK**. The settings are saved and the settings dialog closes.

---

**NOTE:** If specific parameter settings are possible or required for the newly added module, the module entry appears on the **Advanced** tab.

---

---

**NOTE:** Parallel installation of some modules may not be possible. A corresponding message informs you if a module cannot be added because of a module already installed. Confirm this message with **OK**. Adding a new module will then be exited.

---

## 7.6.2 Removing Modules

---

**NOTE:** You can remove modules in the settings dialog only during the user login. Click on **Manage > Settings...** in the login dialog.

---

---

**NOTE:** Removing a module from the configuration merely prevents users from accessing the features of the relevant module. The module itself remains in the *OpenScape Desktop Client* installation. If required, it may later simply be added again (see [Section 7.6.1, “Adding Modules”, on page 61](#)).

---

1. Open the settings dialog via the **Manage > Settings** button in the login dialog.
2. Switch to the **Modules** tab. The list displays the already active modules only.
3. Untick the checkbox of the module that you want to remove from the configuration.
4. Click on **OK**. The settings are saved and the settings dialog closes.

## 7.7 Automatic Program Update

---

**IMPORTANT:** During the *OpenScape Desktop Client* setup, different registry values are automatically created and allocated with default entries. When updating the program, the entries of such registry values are reset to their default values. That means that individual modifications to these registry values are lost after a program update.

---

The *OpenScape Desktop Client* has an update function that allows checking on available, updated program versions automatically. Furthermore, the setup of an updated application version can be started and it is for the user to decide whether the update is actually performed.

The configuration and procedure of the update check is comprehensively described in the *OpenScape Desktop Client* documentation. You receive a summarized and supplementing overview of this subject, which may be useful to you for an automated introduction.

In the section on hand you are provided with the following information:

- [Activating the Program Check via Configuration Dialog](#)  
Describes the relevant settings in the *OpenScape Desktop Client* configuration dialog.
- [Activating the Program Update via Configuration File](#)  
Describes the relevant settings in the *OpenScape Desktop Client* configuration file.
- [Updating the Program](#)  
Describes how the *OpenScape Desktop Client* proceeds in case of the automated check and setup.

## 7.7.1 Activating the Program Check via Configuration Dialog

---

**NOTE:** You can perform the settings for the automatic program update in the settings dialog only during the user login. Click on **Manage > Settings...** in the login dialog.

---

How to activate the automatic program update:

1. Open the **Settings** dialog via the **Manage > Settings** button in the login dialog.
2. Switch to the **Advanced** tab and select the **General > Program Update** option in there.
3. Select the desired update mode under **Mode**.
  - **Every time the program starts**  
When the *OpenScape Desktop Client* starts, the storage location specified under **Folder** is checked for an updated *OpenScape Desktop Client* program version.
  - **Periodically while program running**  
While the *OpenScape Desktop Client* operates, the storage location specified under **Folder** is checked in intervals defined under **Interval (minutes)** for an updated *OpenScape Desktop Client* program version.
  - When you select **Never**, no check for program updates takes place.
4. In the **Folder** field, enter the folder in which a check for an updated program version is to take place. If a new setup with its associated setup files can be provided in this folder, the automatic update is triggered according to the selected settings.
5. Click on **OK** to copy the performed modifications. The settings dialog closes.

---

**NOTE:** For a setup being recognized as “updated” against the current program version, a version number more recent than the one in the current program version of the *OpenScape Desktop Client* must be deposited in the `setup.ini` file of the setup package.

---



## 7.7.2 Activating the Program Update via Configuration File

As alternative to setting the required parameters for an automatic update check by configuration dialog you can also directly deposit the relevant values in a configuration file or script file:

- Possible files:
  - \_.<user>.<profile>.xml
  - \_.\_.\_.script
  - \_.\_.\_.userscript
  - \_.<user>.<profile>.ocp
  - \_.<user>.<profile>.ocs
- Responsible parameters in the file (exemplary):
 

```
<configuration>
  <siemens.opticlient>
    <update>
      <mode>interval</mode>
      <interval>15</interval>
      <path>\\updateserver\opticlient</path>
    </update>
  </siemens.opticlient>
</configuration>
```

wherein:

- Possible parameter contents for <mode> :
  - start: Update check at program start
  - interval: Permanent update check
  - none: No update check
- Possible parameter contents for <interval>:
  - Check-interval in minutes
- Possible parameter contents for <path>:
  - Folder in which the availability of an updated program version is checked. If a new setup with its associated setup files can be provided in this folder, the automatic update is triggered according to the selected settings.

### 7.7.3 Updating the Program

If automatic checking has been configured for the *OpenScape Desktop Client* and an updated program version is found, a corresponding message appears in the *OpenScape Desktop Client* and the user can alternatively:

- install the update immediately.
- omit installing the update but have the program searched for an updated version at the next user login.
- omit installing the update and deactivate the automatic check.

## 7.8 Defining Audio Schemes

If *OpenScape Desktop Client* is used as softphone, audio hardware must be available on the user PC – for example, a PC speaker or a headset. For individual use of such audio hardware you can perform basic audio settings in *OpenScape Desktop Client* – the so-called audio schemes.

### 7.8.1 Adding an Audio Scheme

How to add a new audio scheme to the OpenScape Desktop Client configuration:

1. Open the settings dialog via the **Manage > Settings** button in the login dialog.
2. Click on **Add** on the **Audio Schemes** tab.
3. In the open **Add Scheme** dialog, enter a name for the new audio scheme in the **Description** field.
4. In the **Voice recording** combo box select the audio hardware of the user computer to be used by OpenScape Desktop Client for voice recording.
5. In the **Audio Response** combo box select the audio hardware of the user computer to be used by OpenScape Desktop Client for voice playback.
6. In the **Additional speaker** combo box select an additional speaker for voice output if required.

---

**NOTE:** The hardware for the **additional speaker** must be different from the **audio response** hardware.

---

7. In the **Signal response** combo box select the audio hardware of the user computer to be used by OpenScape Desktop Client for ringtone output.

8. Select the audio hardware of the user computer to be used for controlling special hardware in the **Controller** field.
9. Confirm the settings of the new audio scheme with **OK**. The **Add Scheme** dialog closes. The newly defined audio scheme appears as first entry in the list of the configured audio schemes.

## 7.8.2 Changing the Priority of an Audio Scheme

You can use the audio scheme sequence to influence the automatic selection of the audio hardware used. After the user log-in OpenScape Desktop Client checks the audio hardware specified in the audio schemes and processes the audio schemes list from top to bottom. If all components set for a scheme are available and ready for operation, this scheme is used for operating OpenScape Desktop Client.

How to change the priority of an audio scheme in the *OpenScape Desktop Client* configuration:

1. Open the settings dialog via the **Manage > Settings** button in the login dialog.
2. On the **Audio Schemes** tab select the audio scheme the priority you want to change in the list of configured audio schemes.
3. Enable one of the following buttons:
  - **up** to increase the priority of the selected audio scheme.
  - **down** to decrease the priority of the selected audio scheme.
4. Click on **OK** in the settings dialog to copy the performed modifications. The settings dialog closes.

## 7.9 Defining Video Schemes

---

**NOTE:** Before you start the configuration of a video scheme, make sure that specific hardware and software requirements are complied with. You can obtain these requirements from the `OpenScapeClient_Release_Notes.doc` file contained in the setup package.

---

---

**IMPORTANT:** Using the *OpenScape Desktop Client* video functionality requires configuring the CAC *Call Admission Control* profile in the *OpenScape Voice Assistant*. The following options must definitely be set for the CAC *profile*: under **Policies** the **Video** checkbox and under **Policy Configuration** the **Allow video call to proceed as an audio only call when not enough bandwidth** checkbox.

---

## Important Administration Steps

### Defining Video Schemes

Please obtain continuative information on the *OpenScape Voice* topic from the administration manual *OpenScape Voice, Configuration and Administration using Common Management Portal and Assistant Plug-ins - Help*.

---

If *OpenScape Desktop Client* is used as softphone at an SIP communications system, video hardware must be available on the user PC – e.g. a video or web camera. For individual use of such video hardware you can perform basic video settings in *OpenScape Desktop Client* – the so-called video schemes.

You find current information about supported video devices as well as about compatibility with Multipoint Video Conferencing Units (MCUs) by 3rd party vendors under the following link:

<https://enterprise-businessarea.siemens-enterprise.com/productinfo/producthomepageservice.jsp;jsessionid=B5EABD2F6FB6D66517AF4955BFBAE8A6?mainTab=documents&phase=Documents&toptPackageId=1030016582&pvid=345200&pid=150100&clienttype=topnet>

## 7.9.1 Adding a Video Scheme

How to add a new video scheme to the *OpenScape Desktop Client* configuration:

1. Open the settings dialog via the **Manage > Settings** button in the login dialog.
2. Switch to the **Advanced** tab.
3. Select **SIP Service Provider > Video schemes**.
4. Confirm with a click on **Add**. The **Add Video scheme** dialog opens.
5. Assign a name to the new video scheme in the **Description** field.
6. In the **Camera** combo box select the video hardware of the user computer to be used by *OpenScape Desktop Client* for sending video signals.
7. Confirm your settings with **OK**. The **Add Video scheme** dialog closes.

The new video scheme appears on the **Advanced** tab in the list of configured video schemes.

## 7.9.2 Changing the Priority of a Video Scheme

You can use the video scheme sequence to influence the automatic selection of the video hardware used. After the user log-in, *OpenScape Desktop Client* checks the video hardware specified in the video schemes, processing the video schemes list from top to bottom. If all components set for a scheme are available and ready for operation, this scheme is used for operating *OpenScape Desktop Client*.

How to change the priority of a video scheme in the *OpenScape Desktop Client* configuration:

1. Open the settings dialog via the **Manage > Settings** button in the login dialog.
2. Switch to the **Advanced** tab.
3. Select **SIP Service Provider > Video schemes**.
4. Select in the list of configured video schemes the video scheme the priority of which you want to change.
5. Enable one of the following buttons:
  - **up** to increase the priority of the selected video scheme.
  - **down** to decrease the priority of the selected video scheme.
6. Click on **OK** in the settings dialog to copy the performed modifications. The settings dialog closes.

## 7.10 Activating Data Encryption

---

**IMPORTANT:** Please execute the following steps only if you use the *OpenScape Personal Edition* as SIP softphone with connection to an *OpenScape Voice*.

---

Encrypted audio or video data ensures safe communication between the *OpenScape Desktop Client* and the SIP communications system. *OpenScape UC Application* uses the TLS protocol for securely transmitting signaling data and the SRTP protocol for safe payload transmission.

How to activate the data encryption:

1. Start the *OpenScape Desktop Client*.
2. Open the settings dialog via the **Manage > Settings** button in the login dialog.
3. Switch to the **Advanced** tab and select **SIP Service Provider > Connection**.
4. Select the **TLS** option in the **Protocol** combo box.

---

**NOTE:** The SRTP encryption is activated parallel to the TLS encryption.

---

5. Select the **SIP Service Provider > Port restrictions**.
6. Enter 5061 in the **Port** field for the **SIP Signaling**.
7. Confirm your entries with **OK**. The settings dialog closes.

## 7.11 Configuring SDES as Security Protocol

If you use OpenScape Desktop Client at an OpenScape Voice with integrated OpenScape Media Server, it supports SRTP with MIKEY or SDES (32- and 80-bit) for transmitting data securely. Which of the two protocols OpenScape Desktop Client uses for negotiating the keys is determined by the security settings of the OpenScape Voice and the **Streaming-IVR provider** of OpenScape Media Server.

### 7.11.1 How to configure the Security Settings of the Streaming-IVR Provider for supporting SDES

Execute the following steps to configure the **Streaming-IVR Provider** for supporting SDES:

1. Switch in the **Streaming-IVR provider** configuration dialog to the **SDP** tab.
2. Select the **Secure preferred** option next to **Security mode**.
3. Set **SDES** as **Security Protocol**.

---

**NOTE:** The **Security Protocol** default is **SDES and MIKEY**. In this case OpenScape Desktop Client will prefer MIKEY if the device on the other side of the connection supports MIKEY also.

---

4. Define the **SDES Authentication tag length**:
  - **Only 32 bit**  
The OpenScape Media Server itself offers only 32-bit authentication tags but can also use 80-bit authentication tags upon request.
  - **Only 80 bit**  
The OpenScape Media Server itself offers only 80-bit authentication tags but can also use 32-bit authentication tags upon request.
  - **32 and 80 bit (default)**  
The OpenScape Media Server itself offers both authentication tag lengths and can use both upon request.

---

**NOTE:** If this **SDES Authentication tag length** is set for the encrypted connection between two OpenScape Desktop Clients, SDES 80-bit is preferred by default. OpenScape Desktop Client will use SDES 32-bit only if the device of the conversational partner supports SDES 32-bit also.

---

5. Click on **Save**.  
Your settings are backed up.

## **7.11.2 How to configure the Security Settings of the OpenScape Voice for Supporting SDES**

Execute the following steps to configure SDES support at the OpenScape Voice for the desired subscriber:

1. Log on to the CMP.
2. On the **Configuration** navigation tab, click on the **OpenScape Voice** navigation option.
3. Click on **Business Group** in the navigation tree.
4. Select in the Business Group List field the business group the subscriber is configured in.

## Important Administration Steps

### *Microsoft Outlook Settings (HFA)*

5. Click on **Members > Subscribers**.  
A list of all subscribers configured in the selected business group appears in the work area.
6. Select the desired subscriber.  
The dialog with the settings of the relevant subscriber opens.
7. Switch to the **Security** tab.
8. Select the **SDES** option next to **Best Effort SRTP support**.
9. Click on **Save**.  
Your settings are backed up.

## 7.12 Microsoft Outlook Settings (HFA)

To enable dialing from *Microsoft Outlook* in case of an HFA connection (e.g. *HiPath 4000*), appropriate location information must be configured on the user PC under **Start > Control Panel > Phone and Modem > Dialing Rules** tab. You can create a new location entry via the **New ...** button. Alternatively, you can select an available location entry and click on the **Edit...** button.

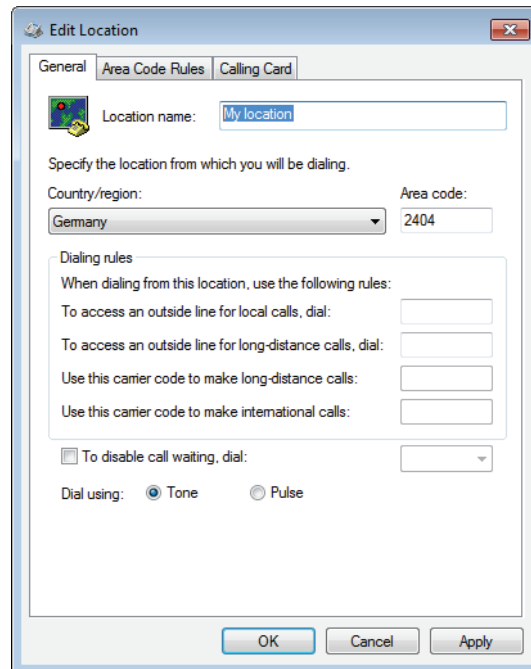
---

**NOTE:** Do not confuse this function with the *Microsoft Outlook* integration feature (**Dial** button in the toolbar of the *Microsoft Outlook* client).

---

The following figure shows an example of the configuration of the required settings:





## 7.13 Configuring the Lotus Notes Integration

---

**NOTE:** You can edit the **Lotus Notes Provider** settings only during the program start in the **Settings** dialog. To reach this dialog, click on the **Manage** button in the Logon dialog during the program start.

---

---

**NOTE:** Configuring the **Lotus Notes Provider** requires a number of Lotus Notes-specific details. The administrator of your Lotus Notes system will provide such information.

---

The Lotus Notes Integration enables integrating the following features of the OpenScape Desktop Client in a Lotus Notes client:

- Finding contacts in Lotus Notes address books
- Initiating calls in the Lotus Notes client
- Resolving phone numbers and names on the basis of Lotus Notes address books

To configure the Lotus Notes Integration you execute the following steps:

1. Activating the **Lotus Notes Provider**.
2. Adding a view to an address book.
3. Configuring the `notes.ini` directory path.
4. Adding the Lotus Notes address books to be used by the Lotus Notes Integration for initiating calls, finding contacts and resolving phone numbers and names.
5. Adding the Lotus Notes mail databases to be used by the Lotus Notes Integration for initiating calls.

### 7.13.1 Activating the Lotus Notes Provider

You find information about how to add a module to the OpenScape Desktop Client configuration in [Section 7.6.1, “Adding Modules”, on page 61](#).

## 7.13.2 Adding a View to an Address Book

To resolve a phone number in a name, the OpenScape Desktop Client uses a view. This view enables accessing the relevant database and must be added to the corresponding address book manually. The procedure depends on whether the database is local or a server database.

### Adding a view to a server database

1. Start the IBM Lotus Notes designer and log on with a sufficiently privileged user ID.
2. Open the database `ODC-LotusNotesProviderConfig.nsf` in the administration directory on the installation source of the OpenScape Desktop Client.
3. Open the server address book you wish to use.
4. Copy the `$cyUsers` view from the views directory of the `ODC-LotusNotesProviderConfig.nsf` database to the clipboard.
5. Paste the clipboard in the view directory of the opened server address book.

---

**NOTE:** You can rename the `$cyUsers` view. Which view the OpenScape Desktop Client uses for accessing a Lotus Notes address book is defined in the settings of the relevant address book in the **Lotus Notes Provider**.

---

6. Verify that the storage location of the view to be used has already been configured.

### Adding a view to a local database

1. Start the IBM Lotus Notes designer and log on with a sufficiently privileged user ID.
2. Open the database `ODC-LotusNotesProviderConfig.nsf`.
3. Make a copy of the `pernames.ntf` template.
4. Copy the `$cyUsers` view from the views directory of the `ODC-LotusNotesProviderConfig.nsf` database to the clipboard.
5. Paste the clipboard in the already created copy of the `pernames.ntf` template.

---

**NOTE:** You can rename the `$cyUsers` view. Which view the OpenScape Desktop Client uses for accessing a Lotus Notes address book is defined in the settings of the relevant address book in the **Lotus Notes Provider**.

---

## Important Administration Steps

### *Configuring the Lotus Notes Integration*

6. Verify that the storage location of the view to be used has already been configured.
7. Assign the new template to the corresponding user address book in your Lotus Notes client.
  - a) Open the desired address book.
  - b) Select **File > Database > Change template....**
  - c) Select the server that provides the new template.
  - d) Select the new template in the list of available templates.
  - e) Click on **Replace**.

---

**NOTE:** You find detailed information about template assignment in the IBM Lotus Notes documentation.

---

### 7.13.3 Configuring the `notes.ini` Directory Path

So that OpenScape Desktop Client can communicate with the Lotus Notes client trouble-free, the **Lotus Notes Provider** must know the storage location for the local configuration file `notes.ini`.

How to configure the default directory for the storage location of the configuration file (example):

1. Click on **Manage** in the Logon dialog.  
The **Settings** dialog opens.
2. Select on the **Advanced tab > Lotus Notes Provider > Authentication**.
3. Select the **Use default path** option.

### 7.13.4 Adding a Lotus Notes Address Book

To integrate Lotus Notes address books with the Lotus Notes Integration in OpenScape Desktop Client, these address books must be configured in the **Lotus Notes Provider**. Lotus Notes address books are used by OpenScape Desktop Client for initiating calls, finding contacts and resolving phone numbers and names.

How to integrate e.g. a local Lotus Notes address book:

1. Click on **Manage** in the Logon dialog.  
The **Settings** dialog opens.
2. Select on the **Advanced tab > Lotus Notes Provider > Lotus Notes Databases**.
3. Click on **Add**.  
The dialog for configuring a Lotus Notes database opens. The general settings are displayed.
4. If required, enter your Lotus Notes client password in the password query dialog.
5. Specify and address book name in the **Configuration name** field. This name is used for managing the relevant address book in OpenScape Desktop Client. It is independent from the database name under Lotus Notes.
6. Select the **Use local database** option.
7. Enter the Lotus Notes name of the address book you wish to integrate in the **Database name** field. You can use the **Browse** to find available address books.
8. Switch to the **Mapping** tab.

## Important Administration Steps

### Configuring the Lotus Notes Integration

9. Check the assignment of the OpenScape Desktop Client criteria to the attributes of the Lotus Notes address book. If modifications are required here, perform them. Click in the relevant attribute field and change the entry.

---

**NOTE:** You can also define complex links of database fields in the attribute column. This is useful, for example, when the phone numbers in a database are distributed among several database fields.

---

10. Switch to the **Number** tab.
11. Select in the **Name of view** field the name of the view to be used for phone number resolution.

---

**NOTE:** If you wish to enter the view's name in the text field via keyboard, you need to use the view's alias.

---

12. Switch to the **Name** tab.
13. Select in the **Name of view** field the name of the view to be used for name resolution.

---

**NOTE:** If you wish to enter the view's name in the text field via keyboard, you need to use the view's alias.

---

14. Switch to the **Dial** tab.
15. Select in the **Name of form** field the name of the form to be used for the address book. By default, this is the form
  - `Contact` for an address book based on the `pernames.ntf` template. As a rule, this applies to local address books.
  - `Person` for an address book based on the `pubnames.ntf` template. As a rule, this applies to server address books.

---

**NOTE:** If you wish to enter the form's name in the text field via keyboard, you need to use the form's alias.

---

16. Click on **OK**.

You have now configured an address book in the **Lotus Notes Provider** that you can use in OpenScape Desktop Client for initiating calls, finding contacts and resolving phone numbers and names. The address book is displayed in the list of configured Notes databases.

## 7.13.5 Adding a Lotus Notes Mail Database

To integrate Lotus Notes mail databases with the Lotus Notes Integration in OpenScape Desktop Client, these databases must be configured in the **Lotus Notes Provider**. Lotus Notes mail databases are used by OpenScape Desktop Client for initiating calls from e-mails in the Lotus Notes client.

How to integrate a Lotus Notes mail database:

1. Click on **Manage** in the Logon dialog.  
The **Settings** dialog opens.
2. Select on the **Advanced tab > Lotus Notes Provider > Lotus Notes Databases**.
3. Click on **Add**.  
The dialog for configuring a Lotus Notes database opens. The general settings are displayed.
4. If required, enter your Lotus Notes client password in the password query dialog.
5. Specify a name in the **Configuration name** field. This name is used for managing the relevant mail database. It is independent from the database name under Lotus Notes.
6. Select the **Use server database** option.
7. Select from the **Server name** field the name of the Lotus Domino server the desired mail database is stored on. If the required server is not available for selection, enter the name in the field directly.
8. Enter the Lotus Notes name of the mail database you wish to integrate in the **Database name** field. You can use the **Browse** button to find databases that are available on the specified server.
9. Switch to the **Mapping** tab.
10. Perform the following modifications to the default assignment. Click in the relevant attribute field and change the entry.
  - Criterion: `Full name` – Attribute: `From`  
This provides you with the e-mail originator when dialing from a Lotus Notes e-mail to initiate a call

## Important Administration Steps

### *Configuring the Lotus Notes Integration*

- Criterion: `Business phone` – Attribute: `Caller`  
This provides you with the originator number when dialing from an OpenScape UC Application journal mail to initiate a call.

---

**NOTE:** You can also define complex links of database fields in the attribute column. This is useful, for example, when the phone numbers in a database are distributed among several database fields.

---

11. Switch to the **Dial** tab.
12. Select in the **Name of form** field the name of the form to be used for the mail database.

---

**NOTE:** If you wish to enter the form's name in the text field via keyboard, you need to use the form's alias.

---



## 7.14 Integrating an LDAP Directory

---

**NOTE:** You can edit the **LDAP Directory Provider** settings only during the program start in the **Settings** dialog. To reach this dialog, click on the **Manage** button in the Logon dialog during the program start.

---

You can configure LDAP directories for finding contacts and resolving phone numbers.

How to integrate an LDAP directory in OpenScape Desktop Client:

1. Click on **Manage** in the Logon dialog.  
The **Settings** dialog opens.
2. Select on the **Advanced** tab the **LDAP Directory Provider > LDAP Directories** entry.
3. Click on **Add...**  
The dialog for configuring an LDAP directory opens.
4. Switch to the **General** tab and enter a name for the new directory in the **Name** input field. The configured directory will later be managed in the OpenScape Desktop Client under this name.
5. Enter the IP address or the host name (FQDN) of the LDAP server in the **Server** input field.
6. If the LDAP server demands an authentication for accessing the directory, activate the **Server requires authentication** option.
7. Enter the access data configured on the LDAP server in the input fields **User account** and **Password** now active.
8. Click on **Test**.  
The configured connection to the LDAP server is being tested. If the connection data is correct and the network is connected to the server, a message indicates the successful connection test.  
If the test fails, check your entries once more and verify that the network connection between the OpenScape Desktop Client and the LDAP server works correctly.
9. Switch to the **Mapping** tab. In there you can map the attributes of the LDAP directory to the directory structure of OpenScape Desktop Client.
10. Assign the corresponding LDAP attributes to the criteria of the OpenScape Desktop Client.
11. Switch to the **Number** tab.

## Important Administration Steps

### *Integrating an LDAP Directory*

12. In the tab's text field enter the LDAP attribute OpenScape Desktop Client is to search for the phone number to be resolved.

---

**NOTE:** So that phone number resolution via an LDAP directory works correctly, phone numbers must be entered in the defined attribute in normalized format, e.g. 490241901010.

---

13. Click on **OK**.  
Your settings have become valid and the new LDAP directory appears in the list of LDAP directories. The dialog for configuring an LDAP directory closes.
14. Click on **OK**.  
The settings have become valid for the directory. The **Settings** dialog closes.

If you configure several directories, you can prioritize the respective search results in the **Directory Manager**.

## 7.15 Exporting the Configuration

By exporting configuration information, the administrator can export all current settings for the login user on the login PC and with the login profile to the configuration files.

Alternatively, the administrator can export all or selected settings for the login user, login PC or login profile as a script file or configuration files even for other users/PCs/profiles and then proceed to distribute these files. This way, standardized settings of the most important operating parameters can be provided for *OpenScape Desktop Client* users/PCs/profiles with little effort. Various file types can be used to export data as a script file. The single file types are processed differently at the *OpenScape Desktop Client* start.

For more information, see the sections

- [Exporting the Configuration for the current PC/Profile Combination](#)
- [Exporting the Configuration for variable PCs/Profiles](#)

#### 7.15.1 Exporting the Configuration for the current PC/Profile Combination

How to export the settings of the logged-in user at the respective PC for the respective profile:

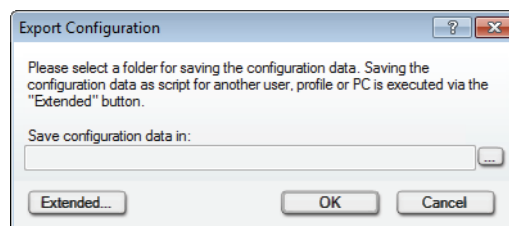
1. Click the **Manage** button in the login dialog and select the **Export Configuration...** menu option.

---

**NOTE:** Exporting the configuration requires administrator privileges in *OpenScape Desktop Client*. If you do not have them, you cannot select the **Export Configuration...** menu option. Exporting the user configuration is then not possible.

---

The following dialog opens.

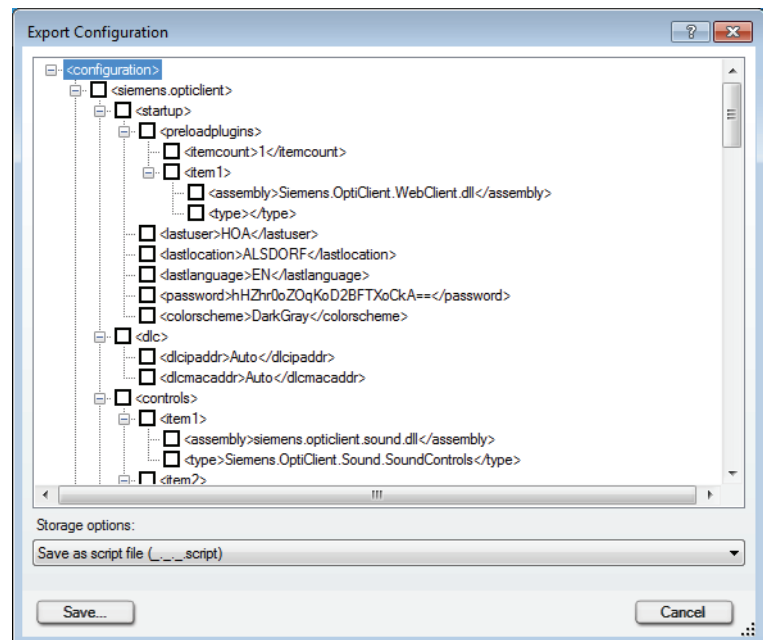


2. Select the target folder for storing the configuration files under **Save configuration data in** using the ... button.
3. Confirm your input with **OK**. The set composed of the seven configuration files plus the XML file for call lists/contact information is created in the selected folder and the parameters are entered.

## 7.15.2 Exporting the Configuration for variable PCs/ Profiles

Execute the following steps to export all or selected configuration data of the logged-in Windows user at the respective PC for the respective profile for other Windows users, PCs and profiles.

1. Click the **Manage** button in the login dialog and select the **Export Configuration...** menu option.
2. In the displayed **Export Configuration** dialog click on the **Extended...** button. All parameters for the current Windows user account at the respective PC for the respective profile appear in XML format in hierarchical order.



3. You can select the parameters/parameter groups you want to export by ticking off the associated checkbox.

---

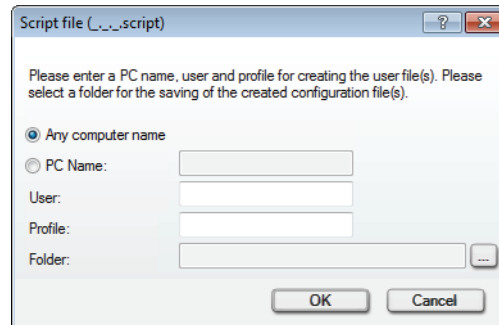
**NOTE:** To create universal script or configuration files to be used in case of a distributed *OpenScope Desktop Client* setup, you should export basic parameters, e.g. important basic settings for a provider connection, etc. here. Settings that users can perform themselves during operation (e.g. call-list settings, color scheme, etc.), should not be selected here.

---

4. Use the **Storage options** combo box to select the script file type to be exported. The various file types are handled differently at the *OpenScope Desktop Client* start.

5. Click on **Save....** Depending on the selected storage option proceed as follows:

- **Save as script file (.\_.\_.\_.script)**



If you select this option you can activate the respective radio button to determine whether the script file shall be applied to a specific PC or to any other computer. In the second case you need to enter the **PC Name**. Furthermore, you need to specify the **User** and the **Profile** for the script file. Also, click on the ... button to select the target folder for the script file to be exported.

The script file is always automatically stored or exported under the name `._._._.script`.

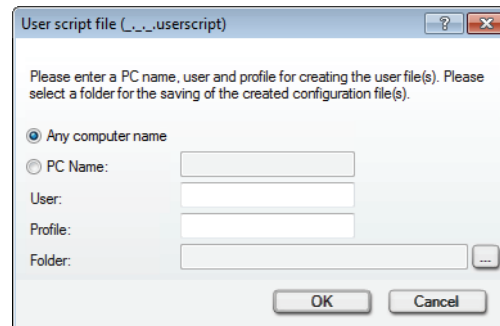
The file `._._._.script` is loaded once at the *OpenScape Desktop Client* start and before the login dialog is displayed. The current configuration (XML configuration files) is modified or recreated. The file is renamed after it is loaded so that it is not recognized the next time the program is started. The file contents are not specified any further, that is, they apply to all users, all PCs, and all profiles.

---

**NOTE:** The `._._._.script` file is already installed at the program start, thus before the user login. This is why this file is especially suited e.g. for automatically creating users or profiles.

---

- **Save as User script file (.\_.\_.script)**



This option requires the same settings as the script file \*.script.

The script file is always automatically stored or exported under the name \_.\_.\_.userscript.

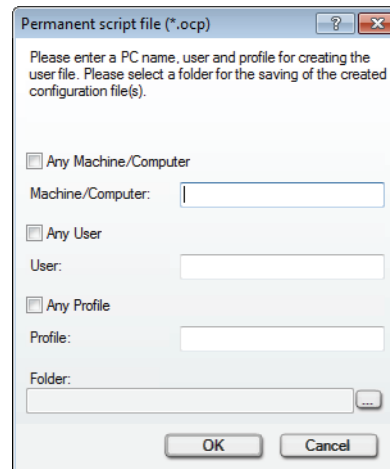
The \_.\_.\_.userscript file is loaded once per Windows user at the *OpenScape Desktop Client* start and before the login dialog is displayed. The current configuraton (XML configuration files) is overwritten with the settings from the script file or is regenerated. The file is renamed after it is loaded so that it is not recognized the next time this Windows user logs in. The file contents are not specified any further, that is, they apply for all Windows users, all PCs, and all profiles.

---

**NOTE:** The \_.\_.\_.userscript file is already installed at the program start, thus before the user login. This is why this file is especially suited e.g. for automatically creating users or profiles.

---

- **Save as permanent script file (\*.ocp)**



In case of this option you determine in the respective input fields whether the script file is to apply to the current PC, the logged-in user or the current profile, or if you want to create the script file for another PC, another user or another profile. Furthermore, you need to select the destination folder for the script file to be exported via the ... button.

From the descriptions thus specified for the PC, user and profile, the name automatically results in <PC name><user name>.<profile name>.ocp, with <user name> corresponding to the Windows user name.

These file(s) apply permanently, i. e. the settings of these files are read in after each login/confirmation of the login dialog and override possibly available XML configuration files. This file specifically applies either for a PC, an *OpenScape Desktop Client* user or a profile. If the file is valid for all PCs, all users or all profiles, the “\_” (underscore) character is used instead of the respective description.

**Example:** The file PC233.\_.Witten.ocp is used for all logins at PC “PC233” by **all users** with profile “Witten”.



- **Save as script file (\*.ocs)**

This option requires the same settings as the script file \*.ocp.

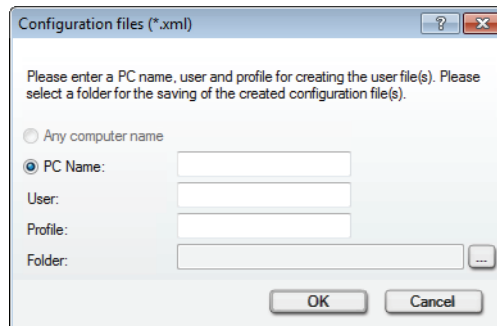
From the descriptions thus specified for the PC, user and profile, the name automatically results in

`<PC name>< user name>.<profile name>.ocs.`

This/these file(s) apply once for the respective login constellation, i.e. their settings are read in once after the login, manipulate possibly available XML configuration files and are locked for further use in this login constellation. This file specifically applies either for a PC, an *OpenScape Desktop Client* user or a profile. If the file is valid for all PCs, all users or all profiles, the “\_” (underscore) character is used instead of the respective description.

**Example:** The file `_Meier_.ocs` is used for **all logins** at all PCs of user “Meier” with **all profiles**.

- **Save as configuration files (\*.xml)**



In case of this option you determine in the input fields the PC (**PC Name**), user and profile for which the configuration files are to be created. Furthermore, you need to select the destination folder for the script file to be exported via the ... button.

The seven XML configuration files are created using the description for PC, user, and profile.

These files are irrelevant for other clients as regards export and distribution.

You find further details about configuration files \*.xml in [Section 12.4](#), “\*.xml Configuration Files”, on page 126.

---

**NOTE:** If a user name contains other characters than alphanumeric ones also, these characters are recoded for assigning names to created script and configuration files.

Example:

Configuration file `_ <user> . _ . xml` (with `<user>` being the user name).

In case of user name `+123456` the name of this configuration file reads `_ . X2B-123456 . _ . xml`, the “+” character is in this example turned into “X2B-” (X = start marker, - = associated end marker and 2B = unicode for the transcribed character, here “+”)

You can trace the recoding of a non-alphanumeric user name in the *OpenScape Desktop Client* upon the export of user configuration data to a file.

---

### 7.15.3 Partial Export of Client Parameters

If you do not include all parameters of the basis client in the parameter export but only part of them, some adjustments may have to be made to the exported target file, so that another client can use this file trouble-free.

Adjustments are necessary if parameters such as the audio manager settings (schemes) are exported with an internal counting / numbering of the associated configured elements. In this case the number of elements (*itemcount*) and their sequential numbering (*items*) is to be adjusted in the target file.

Example of the exported file:

```
<siemens.opticlient.audio.audiomanager>
  <schemas>
    <itemcount>10</itemcount>
    <item3>
      ...
    </item3>
    <item5>
      ...
    </item5>
  </schemas>
</siemens.opticlient.audio.audiomanager>
```

File with newly numbered *items* and after the adjustment of the *itemcount* entry:

```
<siemens.opticlient.audio.audiomanager>
  <schemas>
    <itemcount>2</itemcount>
    <item1>
      ...
    </item1>
    <item2>
      ...
    </item2>
  </schemas>
</siemens.opticlient.audio.audiomanager>
```

You can use the partial parameter-export to set specific parameters while leaving other parameters unchanged.

#### Example

Various users work at different *OpenScape Desktop Client* PCs. If the PCs do not have audio devices (sound devices) that are automatically detected, the users need to set the audio devices at each PC during the initial login. They can do that using a partially exported and edited file – provided, the PC's equipment is uniform. In the below example the Plathosys handset with headset as well as the PC's sound card is allocated as audio device:

## Important Administration Steps

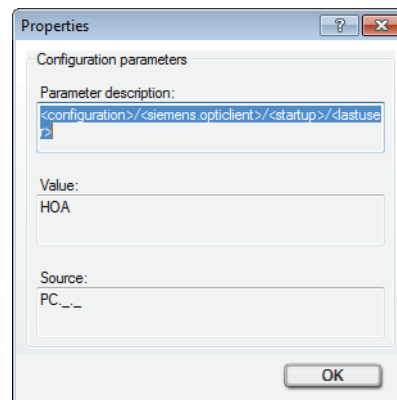
### Exporting the Configuration

```
<configuration>
  <_._._>
    <siemens.opticlient.audio.audiomanager>
      <schemas>
        <itemcount>2</itemcount>
        <item1>
          <name>Plathosys with headset</name>
          <voicesoundcard>
            <name>USB audio device</name>
            <channels>2</channels>
            <driverversion>0</driverversion>
          </voicesoundcard>
          <ringersoundcard>
            <name>USB audio device</name>
            <channels>2</channels>
            <driverversion>0</driverversion>
          </ringersoundcard>
          <controller>
            <name>plathosys CT-180/Headset</name>
          </controller>
          <microphone>
            <volume>58982</volume>
          </microphone>
          <freeset>
            <volume>46966</volume>
          </freeset>
          <ringer>
            <volume>26215</volume>
          </ringer>
        </item1>
        <item2>
          <name>Standard</name>
          <voicesoundcard>
            <name>SoundMAX Digital Audio</name>
            <channels>2</channels>
            <driverversion>1290</driverversion>
          </voicesoundcard>
          <ringersoundcard>
            <name>SoundMAX Digital Audio</name>
            <channels>2</channels>
            <driverversion>1290</driverversion>
          </ringersoundcard>
          <controller>
            <name>Soundcard</name>
          </controller>
        </item2>
      </schemas>
    </siemens.opticlient.audio.audiomanager>
  </_._._>
</Configuration>
```

## 7.15.4 Detailed Parameter Information

If you need more information on a particular parameter, open the context menu with a right-click and select **Properties**.

A dialog box appears that provides information on the position of the parameter in the structure under **Parameter description**. **Value** shows the current parameter content and **Origin** shows the configuration file to which this parameter belongs.

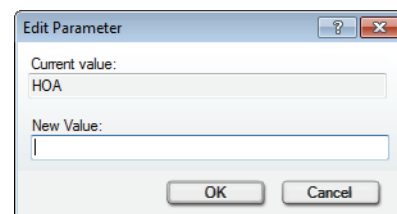


`Profile._._` corresponds to the configuration file for the special profile, for all PCs (machine), and all users (user).

### 7.15.4.1 Editing Parameter Contents before Exporting

Before you save any files you can modify the contents of individual parameters. Depending on the parameter and file type selected (**Storage options**), you can make the following changes in the context menu for the relevant parameter:

- Edit Value**  
 You can specify a new value for a parameter for the export. This editing option is available for all parameters with the exception of passwords. The settings of the selected parameter are displayed in the **Edit Parameter** dialog.



The **Current value** field indicates the current content. You can enter the new content in the **New Value** field.

- **Placeholder**

You can use wildcards for individual parameters that are best defined for different profiles, PCs or users when editing the exported configuration/script file the first time. When you select the **Placeholder** entry, a dialog appears in which you are prompted to enter a description. The description entered here, ideally a prompt to enter a specific parameter, appears in a dialog box when processing the configuration/script file. You then enter the appropriate (individual) parameter content when processing the file.

## 7.16 Importing the Configuration

A previously exported *OpenScape Desktop Client* configuration can be automatically reinstalled during the *OpenScape Desktop Client* start. Depending on the script file type in which the configuration is available then, an administrator may provide users with the following *OpenScape Desktop Client* preconfigurations:

- **Script file \*.ocs**

*OpenScape Desktop Client* preconfiguration is made available to new *OpenScape Desktop Client* users once. This preconfiguration can be customized by the user after the initial *OpenScape Desktop Client* start.

- **Script file \*.ocp**

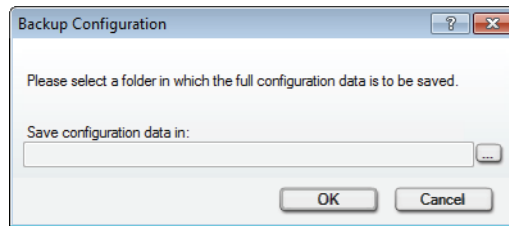
Users are provided with an unchangeable *OpenScape Desktop Client* configuration.

You find detailed information about how to use the export and import of configuration files for the distributed *OpenScape Desktop Client* setup in [Chapter 12, "Parameter Supply via Script Files"](#).

## 7.17 Backing up the Configuration

By backing up the configuration, the administrator can export all current settings for the login user on the login PC and with the login profile to a full backup folder structure. A folder structure of this kind can also be restored as a full configuration. How to back up the full configuration of your *OpenScape Desktop Client*:

1. Click the **Manage** button in the login mask and select the **Backup Configuration...** option.
2. Use the ... button in the **Backup Configuration** dialog box to select a destination folder for the backup of the current full configuration.



3. In the target folder, a backup folder is created with the name `Siemens.OpenScape Backup from YYYY-MM-DD hh-mm-ss` where `YYYY-MM-DD` stands for the current backup date and `hh-mm-ss` is the current backup time.

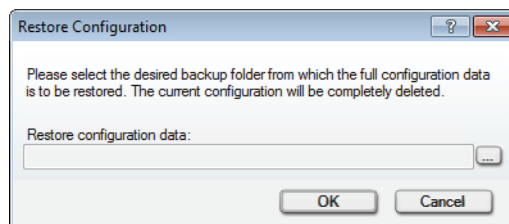
The backup folder contains the XML file

`Siemens.OpenScape.exe.config` as well as the four subfolders `Config`, `Data`, `Local`, and `Script` that contain the relevant configuration files.

## 7.18 Restoring the Configuration

The restoration must be performed on a PC with the same computer name. How to restore the full configuration of your *OpenScape Desktop Client*:

1. Click the **Manage** button in the login mask and select the **Restore Configuration...** option.
2. Use the ... button in the **Restore Configuration** dialog and select a backup folder for an *OpenScape Desktop Client* full configuration with the above structure.



When installing the selected full configuration, the current *OpenScape Desktop Client* configuration is overridden.

## Important Administration Steps

### *Restoring the Configuration*

3. You must restart *OpenScape Desktop Client* to activate the parameters loaded for the user or the profile.

---

**NOTE:** The number and type of menu options available after clicking on **Manage** is determined under **Settings > Advanced** tab > **General > Program Start**. The **Backup Configuration** and **Restore Configuration** menu items are not displayed if the user does not have the appropriate administrator privileges. A backup of the full configuration cannot be created or loaded in this case.

---



## 8 Configuring the QoS Policies

To operate OpenScape Desktop Client as softphone smoothly, you need to configure the local QoS policies on the computer systems with installed Microsoft Windows Vista SP1/Windows 7/Windows 7 SP1. Such QoS policies define the correct DSCP values used for marking outgoing SIP signaling and RTP media packages.

The information we provide in the following serves as instruction for creating QoS policies required for a Group Policy Object (GPO) found in an Active Directory domain. This GPO is used for the centralized distribution of the QoS policy among OpenScape Desktop Client computer systems of the Active Directory domain.

You configure and edit policy-based QoS settings via the Group Policy Management Console (GPMC). If the QoS settings are performed in a group policy object found in an Active Directory domain, they are valid for all computers assigned to this GPO.

---

**NOTE:** Only users with Domain Admin privileges can edit the policy-based QoS settings.

---

---

**NOTE:** You find further information about group policies in an Active Directory domain under the following link:

<http://go.microsoft.com/fwlink/?LinkId=55625>

---

---

**NOTE:** You find further information about the QoS settings of OpenScape Desktop Client in the operating instructions for OpenScape Personal Edition V6.

---

### 8.1 How to configure QoS Policies

This section contains an overview of the QoS policy configuration procedure.

Configuring the QoS policies comprises the following major steps:

1. Creating the QoS policies

Depending on the SIP signalling protocol (UDP, TCP and/or TLS) used, between four and eight QoS policies must be created for granting the correct marking of SIP signalling packages and RTP media packages:

- QoS policies for SIP signalling

## Configuring the QoS Policies

### How to configure QoS Policies

Signaling Protocol	QoS Policy	Description
UDP	SIPUDP-DST-5060	Applied to data packages from the OpenScape Desktop Client
	SIPUDP-SRC-5060	Applied to incoming data packages
TCP	SIP-DST-5060	Applied to data packages from the OpenScape Desktop Client
	SIP-SRC-5060	Applied to incoming data packages
TLS	SIPTLS-DST-5061	Applied to data packages from the OpenScape Desktop Client
	SIPTLS-SRC-5061	Applied to incoming data packages

- QoS policies for RTP media packages
2. Configuring the advanced settings of the QoS policies  
These settings must override the DSCP settings set by the applications.

### 8.1.1 Creating the QoS Policies for SIP Signaling

In the following sections we describe step by step how to create various QoS policies for marking SIP signalling packages depending on the transmission protocol (UDP, TCP, TLS) used.

#### 8.1.1.1 How to create an SIPUDP-DST-5060 Policy

The SIPUDP-DST-5060 policy is applied to data packages from the OpenScape Desktop Client transmitted via the UDP protocol.

To create this QoS policy proceed as follows:

1. Open the Group Policy Management Console (GPMC) and switch to the forest and domain where you wish to create the QoS policy.
2. Click on a Group Policy Object (GPO) in the **Group Policy Objects** list with the right mouse button.
3. Select **Edit**.  
The **Group Policy Management Editor** opens.
4. Click under **Computer Configuration > Policies > Windows Settings** on **Policy-based QoS** with the right mouse button.
5. Select **Create new policy** in the opened menu.
6. Enter the name `SIPUDP-DST-5060` under **Policy name**.

7. Enter the DSCP value 26.

---

**NOTE:** You need to tick off the **Specify DSCP Value** check box.

---



---

**NOTE:** Do not perform any settings for the **Throttle Rate**.

---

8. Click on **Next**.
9. Specify in the **Only applications with this executable name** field the name of the application this QoS policy is to apply for: `Siemens.OpenScape.exe`.
10. Click on **Next**.
11. Select the following options:
  - **Any source IP address**
  - **Any destination IP address**

You have thus defined the IP addresses this QoS policy is to apply for.
12. Click on **Next**.
13. Specify the protocol this QoS policy is to apply for: **UDP**.
14. Select the **From any source port** option.  
You have now defined the source port number.
15. Define the destination port number:
  - a) Select the **To this destination port number or range** option.
  - b) Enter port number 5060 in the input field.
16. Click on **Finish**.

The configuration dialog closes. The new QoS policy has been created and is listed under **Policy-based QoS**.

#### 8.1.1.2 How to create an SIPUDP-SRC-5060 Policy

The SIPUDP-SRC-5060 policy is applied to incoming data packages transmitted via the UDP protocol.

To create this QoS policy proceed as follows:

1. Open the Group Policy Management Console (GPMC) and switch to the forest and domain where you wish to create the QoS policy.
2. Click on a Group Policy Object (GPO) in the **Group Policy Objects** list with the right mouse button.

## Configuring the QoS Policies

### How to configure QoS Policies

3. Select **Edit**.

The **Group Policy Management Editor** opens.

4. Click under **Computer Configuration > Policies > Windows Settings** on **Policy-based QoS** with the right mouse button.
5. Select **Create new policy** in the opened menu.
6. Enter the name `SIPUDP-SRC-5060` under **Policy name**.
7. Enter the DSCP value `26`.

---

**NOTE:** You need to tick off the **Specify DSCP Value** check box.

---

---

**NOTE:** Do not perform any settings for the **Throttle Rate**.

---

8. Click on **Next**.
9. Specify in the **Only applications with this executable name** field the name of the application this QoS policy is to apply for: `Siemens.OpenScape.exe`.
10. Click on **Next**.
11. Select the following options:
  - **Any source IP address**
  - **Any destination IP address**

You have thus defined the IP addresses this QoS policy is to apply for.
12. Click on **Next**.
13. Specify the protocol this QoS policy is to apply for: **UDP**.
14. Define the source port number:
  - a) Select the **From this source port number or range** option.
  - b) Enter port number `5060` in the input field.
15. Select the **To any destination port** option.

You have now defined the destination port number.
16. Click on **Finish**.

The configuration dialog closes. The new QoS policy has been created and is listed under **Policy-based QoS**.

### 8.1.1.3 How to create an SIP-DST-5060 Policy

The SIP-DST-5060 policy is applied to data packages from the OpenScape Desktop Client transmitted via the TCP protocol.

To create this QoS policy proceed as follows:

1. Open the Group Policy Management Console (GPMC) and switch to the forest and domain where you wish to create the QoS policy.
2. Click on a Group Policy Object (GPO) in the **Group Policy Objects** list with the right mouse button.
3. Select **Edit**.

The **Group Policy Management Editor** opens.

4. Click under **Computer Configuration > Policies > Windows Settings** on **Policy-based QoS** with the right mouse button.
5. Select **Create new policy** in the opened menu.
6. Enter the name `SIP-DST-5060` under **Policy name**.
7. Enter the DSCP value `26`.

---

**NOTE:** You need to tick off the **Specify DSCP Value** check box.

---

---

**NOTE:** Do not perform any settings for the **Throttle Rate**.

---

8. Click on **Next**.
9. Specify in the **Only applications with this executable name** field the name of the application this QoS policy is to apply for: `Siemens.OpenScape.exe`.
10. Click on **Next**.
11. Select the following options:
  - **Any source IP address**
  - **Any destination IP address**

You have thus defined the IP addresses this QoS policy is to apply for.
12. Click on **Next**.
13. Specify the protocol this QoS policy is to apply for: **TCP**.
14. Select the **From any source port** option.

You have now defined the source port number.

15. Define the destination port number:

- a) Select the **To this destination port number or range** option.
- b) Enter port number `5060` in the input field.

16. Click on **Finish**.

The configuration dialog closes. The new QoS policy has been created and is listed under **Policy-based QoS**.

#### 8.1.1.4 How to create an SIP-SRC-5060 Policy

The SIP-SRC-5060 policy is applied to incoming data packages transmitted via the TCP protocol.

To create this QoS policy proceed as follows:

1. Open the Group Policy Management Console (GPMC) and switch to the forest and domain where you wish to create the QoS policy.
2. Click on a Group Policy Object (GPO) in the **Group Policy Objects** list with the right mouse button.

3. Select **Edit**.

The **Group Policy Management Editor** opens.

4. Click under **Computer Configuration > Policies > Windows Settings** on **Policy-based QoS** with the right mouse button.
5. Select **Create new policy** in the opened menu.
6. Enter the name `SIP-SRC-5060` under **Policy name**.
7. Enter the DSCP value: `26`.

---

**NOTE:** You need to tick off the **Specify DSCP Value** check box.

---

---

**NOTE:** Do not perform any settings for the **Throttle Rate**.

---

8. Click on **Next**.

9. Specify in the **Only applications with this executable name** field the name of the application this QoS policy is to apply for: `Siemens.OpenScape.exe`.

10. Click on **Next**.

11. Select the following options:

- **Any source IP address**

- **Any destination IP address**

You have thus defined the IP addresses this QoS policy is to apply for.

12. Click on **Next**.

13. Select the protocol this QoS policy is to apply for: **TCP**.

14. Define the source port number:

- a) Select the **From this source port number or range** option.
- b) Enter port number 5060 in the input field.

15. Select the **To any destination port** option.

You have now defined the destination port number.

16. Click on **Finish**.

The configuration dialog closes. The new QoS policy has been created and is listed under **Policy-based QoS**.

### 8.1.1.5 How to create an SIPTLS-DST-5061 Policy

The SIPTLS-DST-5061 policy is applied to data packages from the OpenScape Desktop Client transmitted via the TLS protocol.

To create this QoS policy proceed as follows:

1. Open the Group Policy Management Console (GPMC) and switch to the forest and domain where you wish to create the QoS policy.
2. Click on a Group Policy Object (GPO) in the Group Policy Objects list with the right mouse button.
3. Select **Edit**.

The **Group Policy Management Editor** opens.

4. Click under **Computer Configuration > Policies > Windows Settings** on **Policy-based QoS** with the right mouse button.
5. Select **Create new policy** in the opened menu.
6. Enter the name SIPTLS-DST-5061 under **Policy name**.
7. Enter the DSCP value 26.

---

**NOTE:** You need to tick off the **Specify DSCP Value** check box.

---



---

**NOTE:** Do not perform any settings for the **Throttle Rate**.

---

## Configuring the QoS Policies

### How to configure QoS Policies

8. Click on **Next**.
9. Specify in the **Only applications with this executable name** field the name of the application this QoS policy is to apply for: `Siemens.OpenScape.exe`.
10. Click on **Next**.
11. Select the following options:
  - **Any source IP address**
  - **Any destination IP address**You have thus defined the IP addresses this QoS policy is to apply for.
12. Click on **Next**.
13. Specify the protocol this QoS policy is to apply for: **TCP**.
14. Select the **From any source port** option.  
You have now defined the source port number.
15. Define the destination port number:
  - a) Select the **To this destination port number or range** option.
  - b) Enter port number `5061` in the input field.
16. Click on **Finish**.  
The configuration dialog closes. The new QoS policy has been created and is listed under **Policy-based QoS**.

#### 8.1.1.6 How to create an SIPTLS-SRC-5061 Policy

The SIPTLS-SRC-5061 policy is applied to incoming data packages transmitted via the TLS protocol.

To create this QoS policy proceed as follows:

1. Open the Group Policy Management Console (GPMC) and switch to the forest and domain where you wish to create the QoS policy.
2. Click on a Group Policy Object (GPO) in the Group Policy Objects list with the right mouse button.
3. Select **Edit**.  
The **Group Policy Management Editor** opens.
4. Click under **Computer Configuration > Policies > Windows Settings** on **Policy-based QoS** with the right mouse button.
5. Select **Create new policy** in the opened menu.
6. Enter the name `SIPTLS-SRC-5061` under **Policy name**.



7. Enter the DSCP value 26.

---

**NOTE:** You need to tick off the **Specify DSCP Value** check box.

---

---

**NOTE:** Do not perform any settings for the **Throttle Rate**.

---

8. Click on **Next**.
9. Specify in the **Only applications with this executable name** field the name of the application this QoS policy is to apply for: `Siemens.OpenScape.exe`.
10. Click on **Next**.
11. Select the following options:
  - **Any source IP address**
  - **Any destination IP address**

You have thus defined the IP addresses this QoS policy is to apply for.
12. Click on **Next**.
13. Specify the protocol this QoS policy is to apply for: **TCP**.
14. Define the source port number:
  - a) Select the **From this source port number or range** option.
  - b) Enter port number 5061 in the input field.
15. Select the **To any destination port** option.

You have now defined the destination port number.
16. Click on **Finish**.

The configuration dialog closes. The new QoS policy has been created and is listed under **Policy-based QoS**.

## 8.1.2 Creating QoS Policies for RTP Media Packages

The RTP Media policy is applied to incoming RTP media packages. Because different port ranges are used for transmitting audio and video RTP media packages, you can configure different QoS policies for audio and video RTP media packages.

---

**NOTE:** You can perform the settings for the audio and video port ranges only while logging on in the **Settings** dialog on the tab **Advanced > SIP Service Provider > Port restrictions**.

---

### 8.1.2.1 How to create a QoS Policy for the Audio RTP Media Packages

To create the QoS policy for the audio RTP packages proceed as follows:

1. Open the Group Policy Management Console (GPMC) and switch to the forest and domain where you wish to create the QoS policy.
2. Click on a Group Policy Object (GPO) in the **Group Policy Objects** list with the right mouse button.
3. Select **Edit**.  
The **Group Policy Management Editor** opens.
4. Click under **Computer Configuration > Policies > Windows Settings** on **Policy-based QoS** with the right mouse button.
5. Select **Create new policy** in the opened menu.
6. Enter the name `RTP Audio Media` under **Policy name**.
7. Enter the DSCP value `46`.

---

**NOTE:** You need to tick off the **Specify DSCP Value** check box.

---

---

**NOTE:** Do not perform any settings for the **Throttle Rate**.

---

8. Click on **Next**.
9. Specify in the **Only applications with this executable name** field the name of the application this QoS policy is to apply for: `Siemens.OpenScape.exe`.
10. Click on **Next**.
11. Select the following options:

- **Any source IP address**
- **Any destination IP address**

You have thus defined the IP addresses this QoS policy is to apply for.

12. Click on **Next**.
13. Specify the protocol this QoS policy is to apply for: **UDP**.
14. Define the source port number:
  - a) Select the **From this source port number or range** option.
  - a) Enter the port number range `29100:29119` in the input field.
15. Select the **To any destination port** option.

You have now defined the destination port number.
16. Click on **Finish**.
17. The configuration dialog closes. The new QoS policy has been created and is listed under **Policy-based QoS**.

### 8.1.2.2 How to create a QoS Policy for the Video RTP Media Packages

To create the QoS policy for the video RTP packages proceed as follows:

1. Open the Group Policy Management Console (GPMC) and switch to the forest and domain where you wish to create the QoS policy.
2. Click on a Group Policy Object (GPO) in the **Group Policy Objects** list with the right mouse button.
3. Select **Edit**.

The **Group Policy Management Editor** opens.
4. Click under **Computer Configuration > Policies > Windows Settings** on **Policy-based QoS** with the right mouse button.
5. Select **Create new policy** in the opened menu.
6. Enter the name `RTP Video Media` under **Policy name**.
7. Enter the DSCP value `26`.

---

**NOTE:** You need to tick off the **Specify DSCP Value** check box.

---

---

**NOTE:** Do not perform any settings for the **Throttle Rate**.

---

## Configuring the QoS Policies

### *How to configure QoS Policies*

8. Click on **Next**.
9. Specify in the **Only applications with this executable name** field the name of the application this QoS policy is to apply for: `Siemens.OpenScape.exe`.
10. Click on **Next**.
11. Select the following options:
  - **Any source IP address**
  - **Any destination IP address**You have thus defined the IP addresses this QoS policy is to apply for.
12. Click on **Next**.
13. Specify the protocol this QoS policy is to apply for: **UDP**.
14. Define the source port number:
  - a) Select the **From this source port number or range** option.
  - a) Enter the port number range `29120:29131` in the input field.
15. Select the **To any destination port** option.  
You have now defined the destination port number.
16. Click on **Finish**.
17. The configuration dialog closes. The new QoS policy has been created and is listed under **Policy-based QoS**.

### 8.1.3 How to configure the advanced Settings of the QoS Policies

In the following we describe how you can configure the advanced settings of already created QoS policies.

Proceed as follows:

1. Open the Group Policy Management Console (GPMC) and switch to the forest and domain where you wish to create the QoS policy.
2. Click on a Group Policy Object (GPO) in the **Group Policy Objects** list with the right mouse button.
3. Select **Edit**.  
The **Group Policy Management Editor** opens.
4. Click under **Computer Configuration > Policies > Windows Settings** on **Policy-based QoS** with the right mouse button.
5. Select the **Advanced QoS settings**.  
The configuration dialog **Advanced QoS settings** opens.
6. Switch to the **DSCP Marking Override** tab.
7. Activate the **Control DSCP marking requests from applications and services** check box.
8. Select **Ignored**.  
This determines that the DSCP values to be used can only be specified via QoS policies. The DSCP marking requirements of applications and services are ignored.
9. Click on **OK**.

The **Advanced QoS settings** dialog closes.

Configuring the QoS policies for optimal use of the OpenScape Desktop Client as softphone is now complete.

## **Configuring the QoS Policies**

*How to configure QoS Policies*

## 9 Security Settings

This chapter contains information about the security settings of the *HiPath* Provider.

---

**NOTE:** The security settings (tab **Advanced > HiPath Provider > Security**) are only available when connecting *OpenScape Desktop Client* to a HiPath communications system.

---

If the system times of the *OpenScape Desktop Client* PC and the communications system are not identical or differ from each other too much, signaling and voice encryption may cause problems during the login or connection setup. You can use the security settings to compare the system times and detect time zone errors. What's more, you can determine if the code was changed and when this happened last.

You can use the registry value `HFASecurityShow` to show or hide the dialog for displaying the *OpenScape Desktop Client* security settings (settings for signaling and voice encryption).

Current time (UTC):	10.12.2008 11:51:50
Current time (local):	10.12.2008 12:51:50
Current mode:	Encryption OFF
Current activation (UTC):	
Current activation (local):	
Next mode:	Encryption OFF
Next activation (UTC):	
Next activation (local):	

---

**NOTE:** The registry value `HFASecurityShow` is **not** automatically created upon the *OpenScape Desktop Client* setup. You receive further information on this in [Section 15.3, “HFASecurityShow \[REG\\_DWORD\]”](#), on page 137.

---

These settings are centrally configured and cannot be modified in the *OpenScape Desktop Client*. If you operate the *OpenScape Desktop Client* without central configuration, signaling and voice data is usually unencrypted.

- The settings **Current time (UTC)** and **Current time (local)** correspond to the current system time of the *OpenScape Desktop Client* PCs in UTC (= GMT) or local time.

- The entry in the **Current mode** field specifies whether the encryption is active (**Encryption ON**) or inactive (**Encryption OFF**). The time of this mode's activation is indicated in the **Current activation** fields.
- The next applicable encryption mode is displayed in the **Next mode** field. The entries in the **Next activation** fields state the time when this mode is started.



## 10 Operational Restrictions

This section contains information about operational restrictions on *OpenScape Desktop Client*.

### 10.1 General Restrictions

- The program starts delayed on a workstation without internet access and under all approved operating systems. The reason for this is that the publisher certificate must be checked online before the program start. If no internet connection is available, the program start is delayed by a network timeout.

You can avoid the delayed start. This is what you do: Open the **Tools** menu of the *Internet Explorer*. Click on the **Internet Options** menu item. On the **Advanced** tab scroll down the Settings until you reach the **Security** section. Then deactivate the **Check for publisher's certificate revocation** entry. However, this solution may seriously affect the security of your workstation.

Alternatively, you can deactivate the validity check of the publisher certificate only for the OpenScape Desktop Client to avoid security problems. This is possible by pasting the following entry in the

Siemens.OpenScape.exe.config file:

```
<generatePublisherEvidence enabled="false"/>
```

*Example:*

```
<Configuration>
  <appSettings>
    ...
  </appSettings>
  <runtime>
    <generatePublisherEvidence enabled="false"/>
  </runtime>
</Configuration>
```

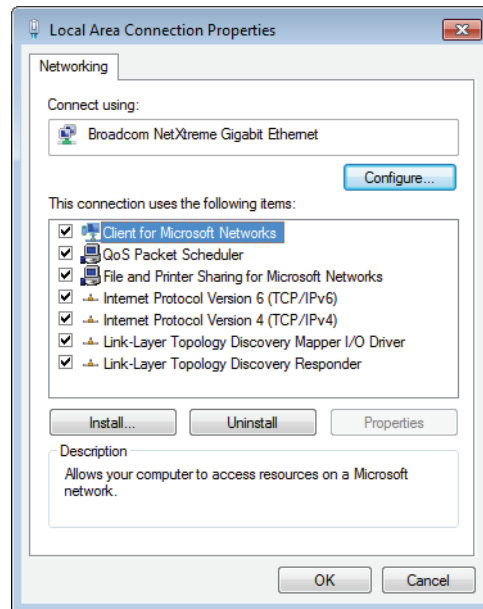
- The *N-editions* of *Microsoft Windows XP SP2* and higher/*Vista* and *7* are shipped without *Windows Media Player (WMP)* and without media components. This affects some *OpenScape Desktop Client* features such as playing *MP3* files as ring tone. In this case, the *Windows Media Player 11* (for *Windows XP N/Vista N*) or the *Windows Media Feature Pack* (for *Microsoft Windows 7*) must be downloaded from the *Windows Media Download Center* on the *Microsoft* website <http://www.microsoft.com> and installed.
- If you wish to use a *Jabra* headset as sound device, you need to download and install the current version of the **Jabra PC Suite** from the manufacturer's website <http://www.jabra.com> on the **product support** page for headsets

## Operational Restrictions

### Restrictions as of Microsoft Windows Vista

before you put the device into operation. In this way you add the **Jabra** option to the list of sound control devices in the **Controller** combo box of an audio scheme's configuration dialog. **GN Netcom 8120 USB**, **GN Netcom 9330** as well as **GN Netcom 9350 USB** are no longer displayed, since they are also supported by the **Jabra PC Suite**.

- You must not use the *Microsoft Outlook* Integration in combination with the *Microsoft Outlook Add-In CryptoEx*. You will otherwise not be able to shut down the *OpenScape Desktop Client* or *Microsoft Outlook* “normally”. The corresponding processes must then be ended via the Task Manager.
- For the time being, using *OpenScape Desktop Client* is not supported in a communication network with NAT routers. Excluded are routers that support the SIP protocol, e.g. *Intertex IX66*.
- The QoS-RSVP service must not be *deactivated*. The autostart type of the QoS RSVP service must have been set to manual. Furthermore, verify that the *QoS Packet Scheduler* is active. How to check this: Follow the path **start > Control Panel > Network Connections > Local Area Connection >** and click on the **Properties** button in the open dialog. The following dialog exemplifies a configuration of the required LAN properties. The above QoS settings are usually preset to the required values.



## 10.2 Restrictions as of Microsoft Windows Vista

The latest driver and firmware updates for *Microsoft Windows Vista* and *Microsoft Windows 7* must have been installed.

## **10.2.1 Restrictions on Audio Devices/Headsets Use**

- A firmware update is mandatory for using older versions of the *GN Netcom 8120 USB* adapter with connected *GN Netcom* headset as of *Microsoft Windows Vista*.
- When accepting a connection request with *GN Netcom 8120 USB*, the microphone is always muted. You need to manually remove muting via the Windows volume control.
- *Plathosys CT-180* is not supported as of *Windows Vista*.
- *Plathosys CT-180/headset* is not supported as of *Windows Vista*.
- The *optiPoint-Handset/Headset* is not supported as of *Windows Vista*.
- The *optiPoint-Handset* is not supported as of *Windows Vista*.
- Under *Microsoft Windows Vista* and *Microsoft Windows 7* you can set the volume only via the Windows volume control.
- After you have connected specific *GN Netcom* and *Plantronics* USB audio devices, the microphone is automatically muted. You can cancel muting via the Windows volume control.

---

**NOTE:** Please note that the settings of the Windows volume control are not stored when you disconnect the USB audio device used. When you reconnect the audio device, do not forget to cancel the microphone muting via the Windows volume control.

---

## **Operational Restrictions**

*Restrictions as of Microsoft Windows Vista*

# 11 Parameter Supply via Central Configuration (DLS)

In case of a distributed *OpenScape Desktop Client* setup with available central configuration (*Deployment Service* (DLS)), the settings of the basic parameters may be stored centrally.

Based on the Windows user ID of the OpenScape Desktop Client user, the OpenScape Desktop Client will in this case automatically connect to the available central configuration and download the centrally stored configuration data for the relevant user.

A distributed installation with available central configuration (DLS) is started via command line. Please obtain further information about this from [Section 3.2.2, “Installation and Installation Control via Command Lines”](#), on page 25.

---

**NOTE:** User parameters such as color scheme are not supplied via central configuration (DLS). This supply is possible by applying distributed script of configuration files.

---

In the following we describe the configuration settings required for the central configuration after completion of the *OpenScape Desktop Client* setup. You can also activate or deactivate the central configuration during the program's setup, e.g. when using transformations ([Section 3.2.3, “Automatic Installation \(Transformations\)”](#), on page 29).

How to perform a distributed *OpenScape Desktop Client* setup and ensure a perfect initial configuration of the program via centrally stored script files is described in [Section 12.1, “Exemplary Procedure for Using Script Files”](#), on page 122.

## 11.1 General Information

When using **DLS V3** and later please note the following:

- The device data (work points) are managed based on the device ID `<Windows user ID>.<PC name>`. This enables several users with different user profiles to work on the same PC. User profile is considered here the entirety of the following configuration parameters: ID (here phone number), profile and computer name.
- Because workpoints are administered based on the device ID) `<Windows user ID>.<PC name>`, the OpenScape Desktop Client can be operated via different network accesses at the DLS (LAN, WLAN, ISDN, VPN).

## Parameter Supply via Central Configuration (DLS)

*Notes for the DLS Configuration in the OpenScape Desktop Client*

- An *OpenScape Desktop Client* "Plug & Play" (PnP) connection at/in the DLS can only be set up using the MAC address. We recommend not to create a PnP configuration exclusively based on the phone number, since an *OpenScape Desktop Client* profile is sometimes sent to the wrong client when the *OpenScape Desktop Client* logs on to the DLS for the first time (phone number confusion). In this case a foreign phone number can be used with this wrong profile.
- The following settings are required in the DLS for parameter supply by a central configuration based on a PnP connection:
  - Under **Main Menu > Administration > Server Configuration > P&P Settings** you need to select the **Plug&Play enabled** option.
  - On the **IP Client Mapping Configuration** tab you need to specify the exact assignment between the Windows user ID (**Windows Account**) and the **E.164** number.

---

**NOTE:** Please heed case sensitivity when entering the **Windows Account** data.

---

- If the *OpenScape Desktop Client* is operated in connection with a DLS, verify that the DLS is contained in only one *OpenScape Desktop Client* profile. The user is responsible for this.

## 11.2 Notes for the DLS Configuration in the OpenScape Desktop Client

In case of a central configuration, the following points must be heeded before you start the *OpenScape Desktop Client* for the first time.

- **Logging on**

When you log on to the program for the first time, the Windows user ID of the OpenScape Desktop Client is automatically entered in the **Logon** field of the **Profile creation** dialog. The user cannot modify this field. Based on the Windows user ID, the OpenScape Desktop Client connects to the DLS available in the network and can download the centrally stored configuration data for the relevant user.

You find the other parameters to be specified in the logon dialog in the user manual for *OpenScape Personal Edition V7*.

- **Parameters for the central configuration**

---

**NOTE:** All parameter settings required for the central configuration are described in the configuration chapter of the user manual for *OpenScape Personal Edition V7*.

---

- If the DSL address (IP address with associated port) is not stored in the DHCP server or DNS in the current IT environment, the current DLS address must be specified in the **Central Configuration** dialog of the *OpenScape Desktop Client*.
- If a "Workpoint-Scan" with DLS address distribution at the DLS is planned, you can skip this configuration in the *OpenScape Desktop Client*.

- **Audio scheme**

You must configure an audio scheme in the *OpenScape Desktop Client*.

You find instructions for configuring audio schemes in [Section 7.8.1, "Adding an Audio Scheme"](#), on page 66.

- **Security Settings**

The settings for signalling and voice encryption are determined by the central configuration and cannot be modified in the *OpenScape Desktop Client*. If the *OpenScape Desktop Client* is operated without central configuration, signaling and voice data is never encrypted.

## 11.3 Dialup-Site Concept

The device data (workpoints) is managed via `Windows user ID>.<PC name>`. This enables operating the same workpoint via different network accesses. The user profile data is partly managed via the so-called Dialup-Site concept. This concept ensures that network-relevant parameters can be differently set depending on the *OpenScape Desktop Client* profile (e.g. different QoS settings depending on the network access (VPN or LAN)).

## **Parameter Supply via Central Configuration (DLS)**

*Dialup-Site Concept*



## 12 Parameter Supply via Script Files

### General Considerations

The script files of the *OpenScape Desktop Client* can also be used for automated installation. To this you create appropriate script files that contain the desired parameter settings and you ensure a corresponding distribution of this/these file(s), so that uniform settings for PCs/users/profiles are distributed automatically.

This section contains information on the following topics:

- [Exemplary Procedure for Using Script Files](#)
- [Creating Script Files for the Central Configuration \(exemplarily\)](#)
- [Wildcard for User Name, PC, Profile](#)
- [\\*.xml Configuration Files](#)

## 12.1 Exemplary Procedure for Using Script Files

How to provide script files:

1. Install the *OpenScape Desktop Client* on a workstation.
2. Configure the *OpenScape Desktop Client* as to correspond to your requirements.
3. Export the required parameters with the desired settings to the desired script files (see also [Section 7.17, “Backing up the Configuration”, on page 94](#)).
4. If required, adjust these script files manually.
5. Install the further *OpenScape Desktop Clients*. In doing so, distribute the script files. If required, use the options to modify the configuration folders for script files (see also [Section 6.2, “Modifying Configuration Folders”, on page 47](#)).
6. At the program start or when the installed program is logged in, the script files will be considered.

---

**NOTE:** This procedure refers to using script files. You can combine this method for supporting the automated setup also with other methods, e.g. transformation.

---

## 12.2 Creating Script Files for the Central Configuration (exemplarily)

Based on various examples this section represents various options to centrally configure the *OpenScape Desktop Client* using script files after e.g. an automated setup.

### 12.2.1 Parameter Supply via an OCS or OCP File

How to centrally configure the *OpenScape Desktop Client* via an OCS or OCP file:

1. Start the *OpenScape Desktop Client*.  
The **Login** dialog opens.

---

**NOTE:** When you have installed the program and wish to add further modules to the configuration, follow the step-by-step guide in [Section 7.6, "Adding or removing Modules"](#), on page 61.

---

2. Click the **Manage** button in the login dialog and select the **Export Configuration...** menu option.  
The **Export Configuration** dialog opens.
3. Click on **Extended....** The extended representation of the **Export Configuration** dialog appears, in which you can select the single configuration elements for the export.
4. Select the checkboxes of the following elements:
  - **<managers>**
  - **<controls >**
  - **<providers>**
 The subelements are selected automatically.
5. Select one of the following **Storage options**:
  - **Save as script file (\*.ocs)**
  - **Save as permanent script file (\*.ocp).**
6. Click on **Save** to enter the data required for storing the configuration file.
7. Select the following options to create the configuration file in a way that it is always processed, thus independent from user, computer and profile.
  - **Any Machine/Computer**
  - **Any User**

## Parameter Supply via Script Files

### *Creating Script Files for the Central Configuration (exemplarily)*

- **Any Profile.**

8. Select the target folder for storing the script file and confirm you entries with **OK**.

The file `_._._.ocp` or `_._._.ocs` has been exported to the target folder.

9. Copy the exported script file to the program directory in which the *OpenScape Desktop Client* stores the configuration data:

#### *Microsoft Windows XP*

`C:\Documents and Settings\All Users\Application Data\Siemens\OpenScape`

#### *Microsoft Windows Vista/7*

`C:\Users\<user name>\Application Data\Roaming\Siemens\OpenScape`

---

**NOTE:** You can also add the exported script file to the configuration by copying it to the setup folder `Copy2Data`.

---

When you start the *OpenScape Desktop Client*, this file is evaluated and all pre-configured modules are automatically available in the *OpenScape Desktop Client*.

## 12.2.2 Parameter Supply via the File **Siemens.OptiClient.config.config**

To enable the parameter supply via the file

`Siemens.OptiClient.config.config`, you need to adjust this file using an editor.

Considering that the single configuration elements may differ from configuration to configuration, this file is structured by default as follows:

This file must be copied to the following directory for processing it at the program start or when logging on to the *OpenScape Desktop Client*:

*Microsoft Windows XP*

`C:\Documents and Settings\All Users\Application Data\Siemens\OpenScape`

*Microsoft Windows Vista/7*

`C:\Users\<user name>\Application Data\Roaming\Siemens\OpenScape`

---

**NOTE:** You can also add the exported script file to the *OpenScape Desktop Client* setup by copying it to the `Copy2Client` setup folder.

---

This file is evaluated at the *OpenScape Desktop Client* program start and all pre-configured modules are automatically available in the *OpenScape Desktop Client*.

## 12.3 Wildcard for User Name, PC, Profile

You can use wildcards to save you from having to create script files individually for a specific PC or Windows user. There are three wildcards: `PC`, `USER`, `LOCATION`.

For example, if you want to write configuration data in the file `_.User name.Berlin.xml` with an OCS file, the OCS file must appear as follows:

```
<CONFIGURATION>
  <_.USER.Berlin>
    Your configuration data
  </_.USER.Berlin>
</CONFIGURATION>
```

The configuration data is copied to the profile Berlin for the arbitrary, logged-in user.

## 12.4 \*.xml Configuration Files

The current configuration of *OpenScape Desktop Client* is stored in the configuration files of this type. A set of seven XML configuration files containing the relevant parameters exists for every Windows user/PC/profile combination:

Configuration file	Contains parameters valid for:
_.<Profile>.xml	all PCs/all users in the specified <profile>, for example, _.MCH2.xml
_.<User>_.xml	the specified <user> at all PCs and with all profiles, for example _.SCHMID.xml
_.<User>.<Profile>.xml	the specified <user> at all PCs with the specified <profile>, for example _.SCHMID.MCH2.xml
<PC>_.xml	all users on the specified <PC> with all profiles, for example, M01234.xml
<PC>_.<Profile>.xml	all users on the specified <PC> with the specified <profile>, for example M01234.MCH2.xml
<PC>.<User>_.xml	the specified <user> on the specified <PC> with all profiles, for example M01234.SCHMID.xml
<PC>.<User>.<Profiles>.xml	the specified <user> on the specified <PC> with the specified <profile>, for example M01234.SCHMID.MCH2.xml

The contents of the xml configuration files are modified by the `_.script` and/or `_.userscript` as well as the `*.ocs` and `*.ocp` script files at the program start. The seven XML configuration file sets are refreshed in the Settings folder when the **settings** in *OpenScape Desktop Client* are saved or when the program is ended as well as with adding the data for the respective user/PC/profile combination.

### The XML file with information on call lists/contacts

User-specific information from the call lists, the contact directory, and the contact list is saved in an xml file:

Log file	Includes
<User>.xml	Information from the call lists, the contact directory, and the contact list, for example SCHMID.xml
<User>.xls	associated schema file (not changed)

The xml file with the information on the call lists / contacts is saved when the program ends.



## Parameter Supply via Script Files

*\*.xml Configuration Files*



## 13 Administration Tools

This chapter contains information about the following two tools available for administering *OpenScape Desktop Client*:

- **Trace Monitor BSTrcMon**
- **Settings Folders Tool**
- **PC Settings Tool**

### 13.1 Trace Monitor BSTrcMon

Using the *Trace Monitor BSTrcMon*, information about the course of the program is recorded in an output window for quickly finding and removing errors if required.

The *Trace Monitor BSTrcMon* is set up during the *OpenScape Desktop Client* installation in the *<OpenScape Desktop Client program directory>\Tracemonitor* directory. The program starts when you execute the *BSTrcMon.exe* file.

As soon as the *Trace Monitor BSTrcMon* has been started, all *OpenScape Desktop Client* components write their trace information in its output window. You can then save this information if needed.

### 13.2 Settings Folders Tool

You use the *Settings Folders Tool* program for changing the "Settings" folder. After you have performed such a change, *OpenScape Desktop Client* looks for the configuration files in the specified folder and/or creates them there.

After setting up the *OpenScape Desktop Client*, the *Settings Folders Tool* is stored in the folder

*<OpenScape Desktop Client program directory>\Client* under the following file name:

*Siemens.OptiClient.SettingsFoldersTool.exe*

A link to this tool is provided in the folder

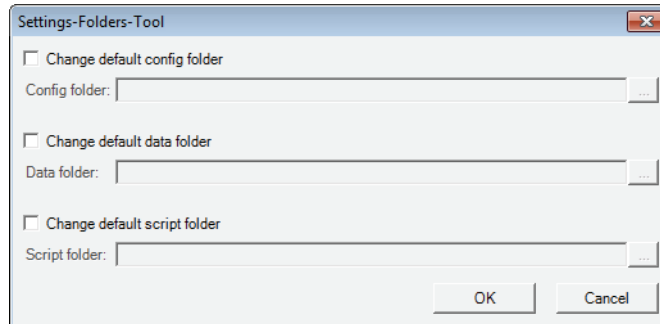
*<OpenScape Desktop Client program directory>\Tools*.

You cannot perform any changes for the *LocalPath*. When editing the configuration folder with the help of the tool you cannot use any environment variables.

## 13.2.1 Starting the "Settings Folders Tool" Program

Start the tool as follows:

- Select the **Run...** option in the **Start** menu. Use the **Browse...** button to enter the system path under which the tool is stored and click on **OK**.
- Or start the *OpenScape Desktop Client* (via the desktop link or via **start > Programs**) by keeping the **[Ctrl]** key pressed.



## 13.2.2 Operation and Notes

- To create a different folder to the default setting for storing the user and profile settings, activate **Change default config folder**. You can select the relevant entry under **Config folder**. You cannot specify this entry manually. Use the browse button (...) for this purpose.
- To create a different folder to the default setting for storing user call list entries, activate **Change default data folder**. You can select the relevant entry under **Data folder**. You cannot specify this entry manually. Use the browse button (...) for this purpose.
- If you want to create a folder different from the defaulted one for storing the script entries, tick the **Change default data folder** checkbox. You can select the relevant entry under **Script Folder**. You cannot specify this entry manually. Use the browse button (...) for this purpose.
- Confirm your settings with **OK**. The program is then closed. From this point on, the relevant information is administered and stored in the folders set.

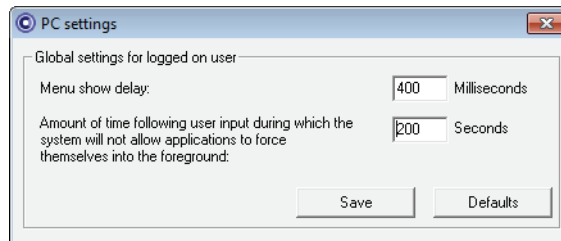
## 13.3 PC Settings Tool

The *PC Settings Tool* is a program that enables changing specific operating system settings that put the *OpenScape Desktop Client* dialogs automatically in the foreground.

The *PC Settings Tool* is installed in the following directory during the *OpenScape Desktop Client* setup:

<*OpenScape Desktop Client* program directory>\Tools. The program is started by executing the `PCSettingsTool.exe` file.

In the following dialog you can perform system settings that define the delay for opening menus. They also define the time after which the *OpenScape Desktop Client* is to appear in the foreground. If the lower parameter is set to zero, the *OpenScape Desktop Client* is always opened in the foreground.



## **Administration Tools**

*PC Settings Tool*

## 14 Supported Sound and Video Devices

---

**NOTE:** Always connect your USB camera and your USB headset directly to a USB slot of your PC. Using USB hubs or USB extensions to connect a USB camera or a USB headset to the PC can cause performance problems at the PC. This can affect the *OpenScape Desktop Client* (for example, connection problems) or result in PC shutdown.

---

### 14.1 Sound devices

Sound devices are required for call signaling, voice playback and voice recording and must be configured in audio schemes. You find a step-by-step guide to configuring an audio scheme in [Section 7.8, “Defining Audio Schemes”, on page 66](#). You find detailed information about using and configuring audio schemes in the manual for *OpenScape Personal Edition V6*. You can access a list of the currently supported sound devices under the following link:

<https://www.g-dms.com/livelink/livelink.exe?func=ll&objId=50887305&objAction=download>

The *OpenScape Desktop Client* can only be used to control functional elements (e. g. keys) of a sound device. The program does not influence the acoustic properties of the connected sound devices. These are determined by the vendor.

### 14.2 Video Devices

Video devices are required for exchanging video images between connection partners during a phone call or a voice conference. The camera to be used for video connections must be operable and set in a video scheme in the configuration of the SIP Service Provider. You can obtain step-by-step instructions for configuring a video scheme from [Section 7.9, “Defining Video Schemes”, on page 67](#). You find detailed information about using and configuring audio schemes in the manual for *OpenScape Personal Edition V6*. A list of the currently supported sound devices is available under the following link:

<https://enterprise-businessarea.siemens-enterprise.com/productinfo/producthomepageservice.jsp;jsessionid=B5EABD2F6FB6D66517AF4955BFBAE8A6?mainTab=documents&phase=Documents&toptPackageId=1030016582&pvid=345200&pid=150100&clienttype=topnet>

## **Supported Sound and Video Devices**

### *Video Devices*

## 15 Important Registry Values

This chapter contains information about the following important registry values:

- [OptionMenuBasic / OptionMenuComplete \[REG\\_DWORD\]](#)
- [SupressWN \[REG\\_DWORD\]](#)
- [HFASecurityShow \[REG\\_DWORD\]](#)
- [LoadBehavior \[REG\\_DWORD\]](#)

---

**IMPORTANT:** Manual modifications to the Windows registry may lead to the computer system not working properly any more and system data may get lost. Therefore, only change registry values if this manual explicitly asks you to do so.

---

---

**IMPORTANT:** During the setup, different registry values are automatically created and allocated with default entries. When updating the program, the entries of such registry values are reset to their default values. This means that individual modifications to these registry values are lost after a program update.

---

### 15.1 OptionMenuBasic / OptionMenuComplete [REG\_DWORD]

After the setup, the **Settings** dialog contains all configuration options (expert settings) by default. You can manually create the two registry values - `OptionMenuBasic` and `OptionMenuComplete` under the following key for controlling the user access to settings of the program:

HKEY\_LOCAL\_MACHINE/Software/Siemens/OpenScape

- The basic settings enable normal users to configure a limited number of parameters, for example:
  - Settings for adding, changing and deleting an audio scheme
  - General settings for starting or updating the program etc.
  - Basic SIP Service Provider settings

---

**NOTE:** You cannot change installed modules.

---

- The expert settings comprise all configurable parameters of the program and should only be available to administrators and experienced *OpenScape Desktop Client* users.

## Important Registry Values

### SupressWN [REG\_DWORD]

#### OptionMenuBasic (REG\_DWORD)

Using the registry value `OptionMenuBasic` you can reduce the number of available settings to an extent that only the configuration parameters (basic settings) mandatory for smoothly operating the program are displayed. This registry value must be used in combination with the registry value `OptionMenuComplete`.

#### OptionMenuComplete (REG\_DWORD)

The parameter `OptionMenuComplete` controls accessing the expert settings of the program.

OptionMenuBasic	OptionMenuComplete	Function
0	0	No access to the Settings dialog. The Settings option is not available in the menu of the <b>Manage</b> button in the login dialog.
1	0	Access to basic settings. The option <b>Settings: Basic data only ...</b> is offered in the menu of the <b>Manage</b> button in the login dialog.
0	1	Access to expert settings. The option <b>Settings: Expert mode: All data ...</b> is offered in the menu of the <b>Manage</b> button in the login dialog.
1	1	Access to expert and basic settings. The options <b>Settings: Expert mode: All data ...</b> and <b>Settings: Basic data only ...</b> are offered in the menu of the <b>Manage</b> button in the login dialog.

## 15.2 SupressWN [REG\_DWORD]

You can activate or deactivate the artificial noise on the line during an active call via the registry value `SupressWN` under the following key:

HKEY\_LOCAL\_MACHINE/Software/Siemens/OpenScape

---

**NOTE:** The registry value `SupressWN` **is not** automatically created upon the setup.

---

Possible values	Function
0	Artificial noise is active.
1	Artificial noise is inactive.

If the parameter `SupressWN` does not exist under the key HKEY\_LOCAL\_MACHINE/Software/Siemens/OpenScape, artificial noise is created by default in case of silence on the line during an active call.



## 15.3 HFASecurityShow [REG\_DWORD]

You can use the registry value `HFASecurityShow` under the following key to show or hide the dialog for displaying the security settings (settings for signaling and voice encryption) of the HiPath Provider:

HKEY\_LOCAL\_MACHINE/Software/Siemens/OpenScape

---

**NOTE:** The registry value `HFASecurityShow` **is not** automatically created upon the setup.

---

Possible values	Function
0	The security dialog is hidden. (No corresponding <b>Security</b> entry for the HiPath Provider)
1	The security dialog is displayed. (The <b>Security</b> entry for the HiPath Provider is available.)

## 15.4 LoadBehavior [REG\_DWORD]

You can activate or deactivate the *Microsoft Outlook* add-in via the registry value `LoadBehavior` under the following key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\Outlook\Addins\OCIn

---

**NOTE:** The registry value `LoadBehavior` is automatically created upon the setup.

---

Possible values	Function
0	The add-in is not loaded and there is no connection to the add-in. Select this setting to deactivate the add-in.
3 (default setting)	The add-in is loaded and the connection to the add-in is set up. Select this setting to activate the add-in.

## Important Registry Values

*LoadBehavior* [REG\_DWORD]

# Index

## A

- Acronym directory 14
- Activating data encryption 70
- Adding a Lotus Notes mail database 74, 79
- Adding a Lotus Notes mail view 75
- Adding the Lotus Notes address book 74, 77

## C

- Call Forwarding - Busy 58
- Call Forwarding - No Reply 58
- Call forwarding unconditional 58
- Canonical number format 40
- Central configuration 117
- Central program update 55
- Communications systems 15
- ConfigPath 45, 51
- Configuration file notes.ini 77
- Configuration files 44, 83
  - files in XML format 126
  - information about call lists/contacts 126
- Configuration folder 43, 47
  - moving 51
- CSTA over SIP 59

## D

- DataPath 46, 51
- disabling the update of root certificates 114
- Distributed installation 34
- DLS 118
- Domino server
  - configuring access 23

## E

- Editing parameter contents 93
- Encryption DLS 119
- Environment variables 48, 49, 129
- Exporting the configuration 84, 85

## F

- File extensions 46
- Functional restrictions 113

## H

- HiPath 4000 (AMOs) 56
- HLM 59

## I

- Installation

- decentral 34
- requirements 17
- via command lines 25
- via transformations 29
- via user interface 20
- Integrating an LDAP directory 81

## L

- License management (OpenScape Personal Edition) 59
- LIN 60
- Local files 46
- LocalPath 47, 51
- Lotus Notes integration 23, 74

## M

- Mandatory parameters 26
- MIKEY 70
- Module
  - adding 61
  - managing 38
  - removing 62

## O

- Outlook
  - connection setup 39

## P

- Parameter information 93
- PBXs 15
- Phone number assignment for dialing 40
- Placeholder 94
- Profile concept 33
- Program
  - installing 19
  - uninstalling 31
- Program update settings 65

## Q

- QoS policy 97
  - advanced settings 109
  - configuring 97
  - RTP audio media 106
  - RTP video media 107
  - SIP-DST-5060 101
  - SIP-SRC-5060 102
  - SIPTLS-DST-5061 103
  - SIPTLS-SRC-5061 104

## Index

SIPUDP-DST-5060 98  
SIPUDP-SRC-5060 99

## R

Registry value  
    HFASecurityShow 137  
    LoadBehavior 137  
    OptionMenuBasic 135  
    OptionMenuComplete 135  
    SupressWN 136  
Registry values 135  
Roaming profile 51  
Root certificates 114

## S

Script files 46, 121, 122  
ScriptPath 46, 51  
SDS 70  
SDS 32-bit 71  
SDS 80-bit 71  
Security protocol  
    MIKEY 70  
    SDS 70  
Server-based call forwarding  
    OpenScape Voice settings 58  
Settings folder with system variables 49  
Settings folders tool 45, 48, 129  
Siemens.OpenScape.exe.config 48  
Siemens.OptiClient.config.config 44  
Signaling encryption 119  
Silent setup 27  
    mandatory parameters 27  
    optional parameters 27  
    starting 27  
Sound devices 133  
Standardizing the user configuration 34

## T

TAPI 56  
Tool - settings folders 129  
Transformation  
    creating 29  
    mandatory parameters 27  
    optional parameters 27

## U

USB hub 133

## V

Vanity number 40  
Video devices 133  
Voice encryption 119